

Range Hood

OWNER'S MANUAL

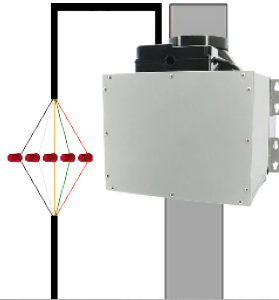
Split Insert Series RH-IT-R Models

Step 1:
Connect the 5 wires from
the Hood Unit to the
Blower Unit, matching the
wire colors from both ends.



Electrical
Hazard

*Exposed unconnected
wires will cause
personal injury and
electrical damage
to the motor that is
not covered by the
warranty.*



Electrical
Hazard

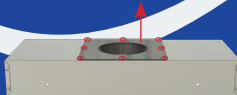


*DO NOT plug in the
Power Cord if the 5
wires in Step 1 are NOT
connected to the Blower
Unit!*



Important!

- Make sure to manually spin the fan wheel to check if it's running without any obstacles before the test run.
- If the fan wheel is unbalanced or in contact with the casing, refer to Page 11 for how to re-seat the fan wheel.



**The Top Vent Adapter is pre-assembled upside-down on the hood body to save packaging space, please remove the screws and flip the Adapter over for the correct assembling position.*

*** Unpack & Check for Shipping Damages ***

*** Test Run Before Installation ***

Steps To Test Run Before Installation

Steps To Test Run Before Installation

IMPORTANT!

Wear gloves to protect against sharp edges.

Please follow these instructions to **TEST THE RANGE HOOD BEFORE INSTALLATION** for any defect or shipping damage:

1. Remove the range hood and accessories from the package carefully.
2. Place the range hood on a flat stable surface, remove the baffle filter and check for any dents or damages on the range hood body.
3. Remove the loosen parts if there's any.
4. Remove all screws from the black box on the top of the blower unit and take off the black cover.
5. **Match the wires color and connect the wires as instructed in the Wiring Diagram on the right** to connect the Blower Unit to the Hood Unit.
6. Plug the range hood into a 120V AC power source. Press the power button once and then any of the speed buttons to turn it on.
7. Check each speed variation and pay attention to the noise level to make sure there isn't any unusual noise besides it coming from the wind blowing. Press the Light Button to check the lights.
8. Verify all functions, as instructed in Page 9 are working properly.
9. Refer to Range Hood Troubleshooting in Page 11 for general issues and solutions.

Note

The protective films on the body was removed to complete the brush finished polishment on the surface.

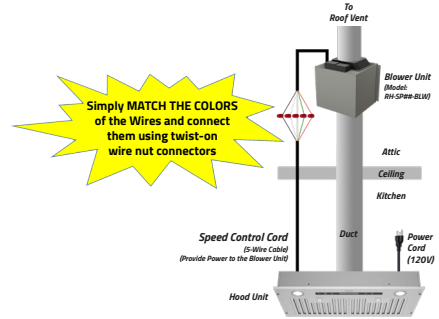
The Baffle Filters might be covered by protective films that can be removed with the following steps:

- Soak the Baffle Filters into hot waters or use heated air from a hair dryer to soften the

films.

- Peel off the films from the corner.

Wiring Diagram



Warning

Electrical Hazard

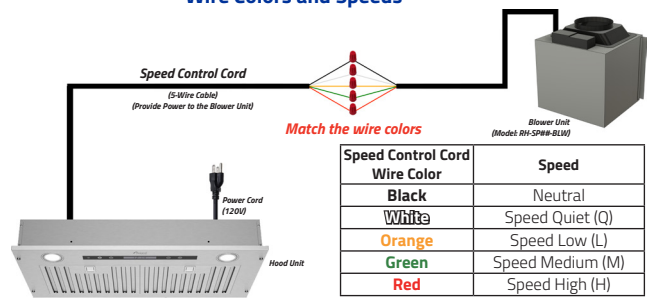
- **DO NOT** plug in the Power Cord if these 5 wires are not connected to the Blower Unit!
- Exposed unconnected wires will cause personal injury and electrical damage to the motor that is not covered by the warranty.

Important

- This Wiring Diagram is for connecting the wires from RH-IT-R Hood Unit to an **Awoco Interior Blower Unit (Model: RH-SP##-BLW) ONLY.**
- If you have a **Blower Unit from other Brands:**
 - **DO NOT CONNECT** the wires as shown in this Wiring Diagram. Any damage from false wiring is not covered by the warranty.
 - **Refer to your Blower Unit's USER MANUAL** for how to properly connect the wires.

Important Safety Instructions	4
Installation Preparations	5
Venting Requirements	5
Venting System Setup	5
Electrical Requirement	6
Mounting Height Recommendations	6
Identify the Vent In and Out Openings on the Blower Unit	6
Installation	7
Installing the Hood Unit	7
Installing the Blower Unit	8
Electrical Connection	8
Installing the Baffle Filters	8
Completing the Installation	8
Range Hood Use	9
Range Hood Control Panel	9
Range Hood Care	10
Clean the Exterior Surfaces	10
Clean or Replace the Baffle Filters	10
Replace the LED Lamps	10
Range Hood Troubleshooting	11
Warranty	13

Wire Colors and Speeds



Important

- This Diagram is for connecting the wires from RH-IT Hood Unit to an Awoco Interior Blower Unit (Model: RH-SP##-BLW) ONLY.
- If you have a Blower Unit from other Brands
 - **DO NOT CONNECT** the wires as shown in this Wiring Diagram. Any damage from false wiring is not covered by the warranty.
 - Refer to your Blower Unit's USER MANUAL for how to properly connect the wires.

IMPORTANT SAFETY INSTRUCTIONS

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR PERSONAL INJURY, PLEASE READ THE FOLLOWING CAREFULLY BEFORE ATTEMPTING TO ASSEMBLE, INSTALL, OPERATE OR MAINTAIN THE RANGE HOOD:

- Always disconnect, lock and tag the power source before installing or servicing the range hood. Failure to do so may result in fire, shock or serious injury.
- Installation and electrical wiring must be done by qualified technician(s) in accordance with all applicable codes and standards, including fire-rated construction.
- When cutting or drilling into walls or ceilings, please be careful not to damage any electrical wirings and other hidden utilities.
- Verify and ensure the rated voltage and frequency of the range hood is in compliance with the nearby power source.
- Always unplug the range hood from the power source before cleaning it.
- Use the range hood only as directed in this manual. Do not use it to vent hazardous or explosive materials or vapors.
- Clean the baffle filters regularly to prevent it become blocked or clogged. Good air flow is essential for the range hood to work properly.
- Do not install, repair or replace any parts of the range hood unless you are instructed to do so by the manufacturer.
- Do not tamper with or modify the PCB.
- This range hood model requires a duct to vent the air outside. Do not vent the air into spaces within walls, ceilings, attics, crawl spaces or garages.

TO REDUCE THE RISK OF A RANGE TOP GREASE FIRE:

- Never leave surface units unattended at high settings. Boilovers cause smoking and greasy spillovers that may ignite. Heat oils slowly on low or medium settings.

- Always turn the hood ON when cooking at high heat or when flambeing food (i.e. Crepes Suzette, Cherries Jubilee, Peppercorn Beef Flambé).
- Clean ventilating fans frequently. Grease should not be allowed to accumulate on the fan or filter.
- Use proper pan sizes. Always use cookware appropriate for the size of the surface element.

TO REDUCE THE RISK OF INJURY TO PERSONS IN THE EVENT OF A RANGE TOP GREASE FIRE:

- SMOTHER FLAMES with a close-fitting lid, cookie sheet or metal tray, then turn off the burner. BE CAREFUL TO PREVENT BURNS. If the flames do not go out immediately, EVACUATE AND CALL THE FIRE DEPARTMENT.
- NEVER PICK UP A FLAMING PAN - you may be burned.
- DO NOT USE WATER, including wet dish cloths or towels - a violent steam explosion may result.
- Use a fire extinguisher ONLY if:
 - You have a Class ABC extinguisher, and you already know how to operate it.
 - The fire is small and contained in the area where it started.
 - The fire department is being called.
 - You can fight the fire with your back to an exit.

TO REDUCE THE RISK OF PERSONAL INJURY IN THE EVENT OF A GAS LEAK:

- Extinguish any open flame.
- DO NOT turn on the lights or any type of appliance.
- Open all doors and windows to disperse the gas. If you still smell the gas, call the gas company, fire department, or 911 immediately.

Read and Save These Instructions

INSTALLATION PREPARATIONS

Venting Requirements

DO

- Have the venting system go vertically from the range hood to the roof if possible.
- Have 24"-30" distance between the cooktop and the range hood. 27" is recommended.
- Use uniformed 6" round duct for 6" Round Adaptor, or 8" round duct for 8" Round Adaptor, or 3- 1/4 x 10" rectangular duct or larger.
- Use metal vent only. Rigid metal vent is recommended. Semi-rigid aluminum vent is also acceptable for easy connection.
- Make sure there is a minimum of 24" of straight vent between the elbows if more than 1 elbow is used.
- Use minimal numbers of elbows and the shortest route for the venting system for a better performance.
- Use silver tap or duct tap to seal all joints in the venting system.
- Use caulking silicone to seal exterior wall or roof opening around the cap.
- Always keep the duct clean to ensure proper airflow

DO NOT

- End the venting system in an enclosed area indoors.
- Use plastic vent.
- Use no more than three 90° elbows.
- Install 2 elbows together.
- Install the range hood outside of the recommended height.
- Reduce the duct size below the recommended size.

Venting System Setup

- This Range Hood is 6" or 8" top venting through the roof.

IMPORTANT!

- If long duct run is needed, increase the duct size from 6" to 7" or 8" to 9".

- If a reducer is needed, use a long reducer instead of a pancake reducer and install it as far away from the range hood as possible. Reducing the duct size will restrict and decrease the speed of the airflow and hence lower the range hood's performance.
- If transitions or turns are needed, install them as far away from the range hood as possible and keep the distance between the 2 as far apart as possible.
- Also refer to the owner's manual of the stove top for the height clearance requirement and the recommended mounting height above the range.

Note

- *It is important to install the range 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 out of reach and hence reduce its performance and efficiency.*

Minimum Duct Size:

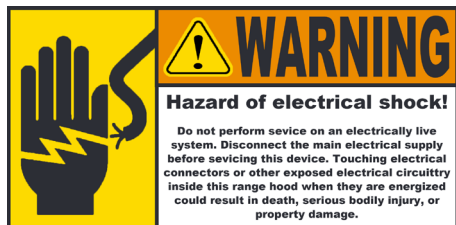
- Round: 6" minimum for 6" Round Adapter. 8" minimum for 8" Round Adapter.
- Rectangular: 3-1/4" x 10" minimum for 6" Round Adapter.

IMPORTANT!

Observe all governing codes and ordinances.

It is the customer's responsibility:

- To contact a qualified electrical installer;
- To ensure that the electrical installation is in compliance with applicable codes and standards.

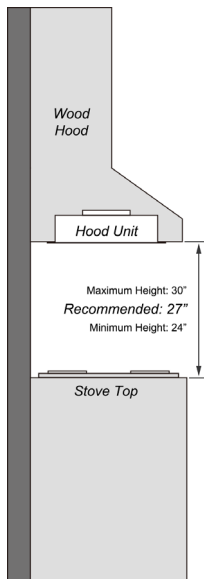


INSTALLATION PREPARATIONS

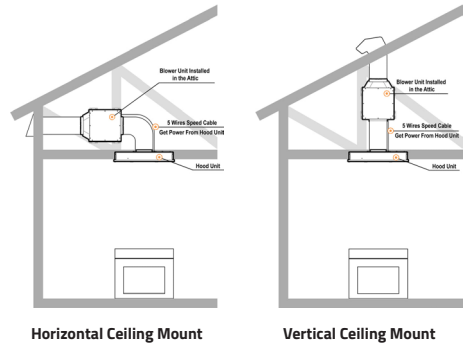
Electrical Requirements:

- A 120V, 60Hz., AC only, 3A fused electrical circuit is required.
- Wire sizes and connections must conform with the power rating of the range hood and all applicable codes and standards.
- DO NOT have a fuse in the neutral or ground circuit.
- The 3-prong outlet should be grounded. If the power cord plug is not used, the power cord's green wire should be connected to ground. Check with a qualified electrician if you are not sure that the range hood is properly grounded.
- DO NOT ground to a gas pipe.
- The range hood must be connected with copper wire/plug only.
- The range hood should be connected directly to the fused disconnect box (or circuit breaker) through flexible armored or non-metallic sheathed copper cable. ETL listed strain relief must be provided at each end of the power supply cable.

Mounting Height Recommendations:



Traditional Installation Mounting Height

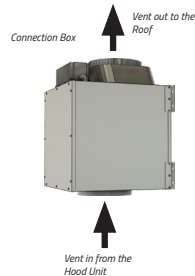


The recommended mounting height for ceiling mount installation is 7 to 8 feet.

Identify the Vent In and Out Openings on the Blower Unit

- The Blower Unit has 2 vent openings on 2 opposite sides. One side with just a Vent Opening and the other side with a Black Speed Control Box and a Vent Opening.

Blower Unit Installed Vertically



Blower Unit Installed Horizontally



INSTALLATION

Installing the Hood Unit

The following steps requires 2 or more people:

- Unpack the Range Hood and place it on a sturdy flat surface with the Baffle Filters facing the ceiling.
- Remove the Baffle Filters and the Screws on both sides. **(Figure 1)**
- Flip the stainless steel Panel open on the longest side, locate and disconnect the Wires for the LED Lamps and the Control Panel. **(Figure 2)**
- Remove the Panel and put it in a safe location.
- Flip the hood body over so that the Vent Opening is facing the ceiling. Remove the screws around the Vent Opening and flip the black Vent Out Adapter over. **(Figure 3)**
- Align the Vent Out Adapter with the screw holes on the top of the Hood Unit and tighten all screws. **(Figure 4)**
- Determine the installation location. Measure and cut a rectangular hole with dimensions that match the ceiling cutout size. **(Figure 5)**
- Use study wood planks to build a wooden frame with inner dimensions matching the ceiling cutout size. **(Figure 6)**
- Lift the hood body carefully through the ceiling cutout hole until the hood body's bottom panel reaches the ceiling. **(Figure 7)**
- Insert and tighten all screws into the pre-drilled holes on the hood body until the hood body is securely mounted to the wooden frame. **(Figure 8)**
- Release the hood body.

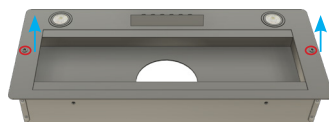


Figure 1

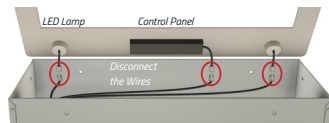


Figure 2

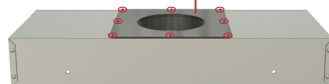


Figure 3

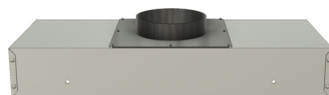


Figure 4

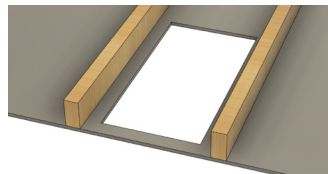


Figure 5

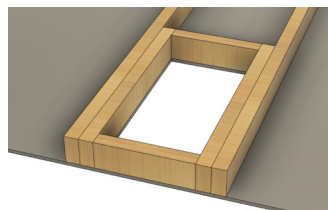


Figure 6



Figure 7



Figure 8

CAUTION

Make sure the Hood Unit is securely mounted before releasing.

- Connect the duct to the vent opening on the hood body. If the duct size isn't the same as the vent opening, use an adapter between the duct and the vent opening.
- Re-connect the wires for the LED Lamps and the Control Panel.
- Put the Panel back and tighten all screws.

INSTALLATION

Installing the Blower Unit

- Install the mounting brackets to the edges of the Blower Unit with the screws provided.
- Install the Blower Unit onto the lumbers in the attic.
- Route the Speed Control Cord and Duct to the Blower Unit. Use duct elbows to make turns only when it's needed. Cut and remove the excess length when done routing.
- Connect the duct to the Blower Unit's vent in adapter routed from the Hood Unit.
- Connect the duct from the Blower Unit's vent out adapter to the roof or wall vent out.
- Connect the Duct from the roof to the vent opening next to the Black Connection Box.
- Use foil tape or duct tape to seal all connections.
- Connect the Speed Control Cord from the Hood Unit to the Connection Box on the Blower Unit. **See *Electrical Connection section for how to properly connect the wires.***

CAUTION

For safety purpose, please connect a separate Ground Wire to the Blower Unit Chassis screw. (Note, don't connect the Ground wire to Blower Unit's Green Speed Wire!!!)

Important

- If you have an **Awoco Exterior Blower Unit, or any Blower Unit from other Brands:**
 - **DO NOT CONNECT** the wires as shown in the Wiring Diagram. Any damage from false wiring is not covered by the warranty.
 - **Refer to your Blower Unit's USER MANUAL** for how to properly connect the wires.

Electrical Connection

- **Connecting the Blower Unit to the Hood Unit** is as simple as "**Match Colors and Connect**":
 - **Simply pick the wires with the same**

color from both ends and secure them with a wire nut connector. (Refer to the *Wiring Diagram in the Test Run section for how to connect the wires properly.*)

- This range hood comes with a power cord with a 3-prong plug. Connect the power cord to a designated grounded standard 110V outlet.

Warning

Before Plugging the Power Cord to the Outlet:

- Make sure all wires are connected properly between the Hood Unit and the Blower Unit.
- Insulate any spare wires with electrical tape to prevent them from touching each other which will result in a short circuit.



Electrical Shock Hazard

Disconnect power before servicing

- In case of a direct connection to the house wiring is preferred, do the following:
 - Disconnect the power.
 - Cut off the plug from the power cord.
 - Connect the wires from the power cord to the wires from the house wiring using UL listed wire connectors.
 - Store the excess wires in the wiring box.
 - Reconnect the power.

Installing the Baffle Filters

- Peel off the protective film from the baffle filters if there's any:
 - Soak the Baffle Filters into hot waters or use heated air from a hair dryer to soften the films.
 - Peel off the films from the corner.
- Align the baffle filters with the Hood Unit and install them from left to right.

Completing the Installation

Turn power ON in the control panel. Check all lights and fan operations.

RANGE HOOD USE

Range Hood Control Panel



Remote Control Sensor

- The **Remote Control Sensor** receives infrared (IR) signal from the remote control.
- The maximum distance for IR data transmission is 10 feet and requires direct line of sight.
 - *The transmission distance may vary depending on the room temperature and the condition of the battery in the remote control.*

Delayed Auto Shut-Off

- When the hood is operating in any speed, touch the this button once will activate the **Delayed Auto Shut Off** function.
- Touch the **Speed (-) or Speed (+)** button to choose a timer that suits your need the most.
 - *Three preset timers to choose from: 5-min, 10-min and 15-min.*
 - *The timer will start immediately once it's set. When it reaches 0, the **Range Hood** and the **Light** will be turned off automatically.*

Clock / Current Time Display

- When the **Delayed Auto Shut Off** function is **not activated**, the **LCD Display** will show the current time of the day.

THE CLOCK CAN ONLY BE SET WHILE THE BLOWER IS OFF.

- To set the Clock:
 - *Touch the **Delayed Auto Shut Off** button once. The hour indicator will flash.*
 - *Touch the **Speed (-) or Speed (+)** button to adjust to the desired hours (12-Hour).*
 - *When done setting the hour, touch the **Delayed Auto Shut Off** button again. The minute indicator will flash.*
 - *Touch the **Speed (-) or Speed (+)** button to adjust to the desired minutes.*
 - *When done setting the minutes, touch the **Delayed Auto Shut Off** button to confirm all settings.*
 - *Touch the **Light** button to check and validate the time.*
- When the **Delayed Auto Shut Off** function is

activated while the blower is running, a countdown timer will show up in the **LCD Display**.

Light

- Touch the **Light** button once and the lamps will turn on.
- Touch the **Light** button again and the lamps will turn off.
- The **Light** button operates independently from the **Power** button. It works even when the range hood is not turned on.
- Always turn off the lamps before powering off the range hood.
- The **Delayed Auto Shut Off** function will turn off the **Light** automatically when the timer reaches 0.

Speed (-) (+)

- While the range hood is off:
 - *Touch the **Speed (-)** button to turn on the Range Hood on the highest speed (F4).*
 - *Touch the **Speed (+)** button to turn on the Range Hood on the lowest speed (F1).*
 - *Touch (-) or (+) again to change the blower speed as indicated in the **LCD Display** until the desired speed is reached.*

Power

- Touch the **Power** button once while the range hood is running to shut it off immediately.

WARNING

Read all instructions and warnings before using the hood.

- DO NOT use the hood when there are no safety grills and filters.
- NEVER dispose cigarette ashes, ignitable substances, or any foreign objects into blowers.
- NEVER leave the cooking appliances unattended. When frying, the oil in the pan can easily overheat and catch on 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.

RANGE HOOD CARE

Cleaning

WARNING

- To reduce the risk of electrical shock, DO NOT clean the hood while it's operating.
- Never put your hands into the area housing the fan when the fan is operating.

Cleaning the Exterior Surfaces

IMPORTANT

To avoid damage to the exterior surfaces:

- DO NOT use corrosive or abrasive detergent.
- DO NOT use steel wool, scoring pad or steel brushes. Use a paper towel or soft cloth or nonabrasive sponge instead.
- DO NOT use salt solutions, disinfectants, bleaches or cleaning compound that contains harmful chemicals.

Cleaning Method:

- Noncorrosive or nonabrasive liquid detergent soap or all-purpose liquid cleanser.
- Wipe the surfaces with a damp paper towel or soft cloth or nonabrasive sponge.
- Rinse with clean water.
- Wipe dry with dry towel or cloth.

Note

- The nonabrasive stainless steel polisher can be applied when done cleaning to retain the stainless luster and grain.
- Always follow the instruction of the polisher.

Cleaning the Stainless Steel Baffle Filters

- Pull the spring release handle and remove the filter by pulling it down.
- Wash the filter in the top rack of the dishwasher or with warm soapy solution manually.
- Let the filters dry thoroughly.
- Make sure the spring release handle is toward the front, align and insert the filter.
- Pull the spring release handle and push the filter into position.

- Release the handle.
- Repeat the steps for the remaining filters.

Replacing the Filters:

- Replace the baffle filters immediately should they become worn out due to aging or prolonged usage.

Replacing the LED Lamps

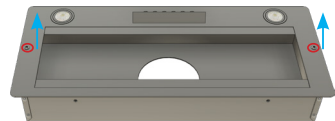
WARNING

Electrical Shock Hazard

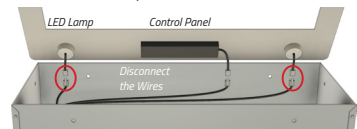
Disconnect power before servicing

Wear gloves to protect against sharp edges

- This range hood uses 12V, 3W LED.
- Unplug the range hood, or turn off the breaker.
- Remove the Baffle Filters and the Screws on both sides.



- Flip the stainless steel Panel open on the longest side, locate and disconnect the Wires for the LED Lamps and the Control Panel.

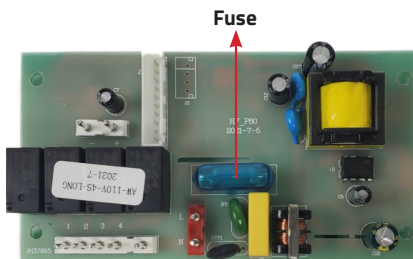


- Remove the old lamps and install new lamps.
- Connect the wires to the new Lamp.
- Align and put the new Lamp back into position.
- Press the edge of the new Lamp until it touches the bottom of the Hood Unit.
- Put the Baffle Filter back into place.
- Plug in the range hood, or turn on the breaker.
- Check if the new Lamp is working properly.

RANGE HOOD TROUBLESHOOTING

Before Calling for Service

Issue	Possible Cause / Solution
The range hood doesn't turn on	<ul style="list-style-type: none"> Check if the range hood is plugged in. Make sure that all power is turned ON, the fuse isn't blown and all electrical wirings are properly connected. Open the black box inside the hood unit to check the <u>Glass Fuse (covered by a blue plastic)</u> on the circuit board. If the fuse is blown, please make sure the 5 wires Speed Control Cable is not exposed and replace the 120V/250V 3A fuse.
The range hood turns on but the LED light doesn't	<ul style="list-style-type: none"> Replace the defective LED assembly. Refer to Range Hood Care section for instructions.
The range hood vibrates when the blower is on	<ul style="list-style-type: none"> Check and tighten the mounting screws to secure the hood to the cabinet or wall properly.
The blower or fan seems weak	<ul style="list-style-type: none"> Check that the duct size used is at least 6" a for 6" blower or 8" for 8" blower and does not have sections with smaller sizes between the hood and the Roof/Wall Cap. Range hood WILL NOT function efficiently with insufficient duct size. For example: 7" duct over 6" top vent and not sealed properly. Check if the duct is clogged or the damper (half-circular flapper) is not installed correctly or opening properly. A tight mesh on a side wall cap might also cause restriction to the air flow.
The lights work but the blower is not spinning at all or is rattling	<ul style="list-style-type: none"> The blower might be jammed or scraping the bottom due to shipping damage. Disconnect the power cord, remove the fan grill and the fan blade, might see the fan blade or/and motor is not in the proper position (offset from the center). Try to fix/adjust it or please contact us immediately.
The hood is not venting out properly	<ul style="list-style-type: none"> Make sure the distance between the stove top and the bottom of the hood is within recommended 24" and 30" in distance. *Due to different ceiling height configurations, the recommended height may not be applicable. Reduce the number of elbows and length of duct work. Check if all joints are properly connected, taped and sealed. Make sure the power is on high speed for heavy cooking.



RANGE HOOD TROUBLESHOOTING

How to adjust and replace the fan wheel

- Disconnect the main power.
- Remove the hood from its mounting location.
- Remove the duct and expose the blower fan wheel.

Follow these instructions to re-seat the fan wheel:

- Slowly rotate the fan wheel to check which part of it is in contact with or too close to the casing.
- Rotate the fan wheel so that the blade with two small cuts is facing you. (Figure 6)
- Use a long screwdriver to slightly loosen the fixing screw.

DO NOT remove the screw completely. It's very difficult to put it back in.

- Adjust the fan wheel left or right to seat it to the center.
- Tighten the fixing screw and plug in the hood to the main power.
- Run the hood in different speeds to check if the issue is fixed.

Follow these instructions to replace the fan wheel with a new one:

- Remove all 4 screws holding the blower casing.(Figure 7)
- Take out the blower casing.
- Rotate the fan wheel so that the blade with two small cuts is facing you. (Figure 6)
- Use a long screwdriver to slightly loosen the fixing screw.
- Remove all 3 screws on the motor brackets and take off the motor.
- Put the motor to the new fan wheel assembly and slightly tighten the fixing screw to the motor shaft.
- Adjust the fan wheel left or right to the center of the casing.
- Tighten the fixing screw.
- Put the blower casing back into the blower unit and tighten all 4 screws.

- Connect to the main power and run the hood in different speeds to check if the new fan wheel is working properly.

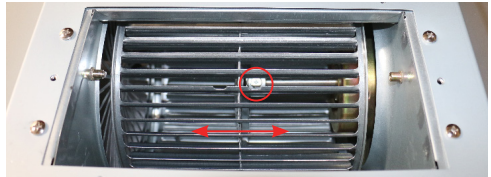


Figure 6 Fixing Screw

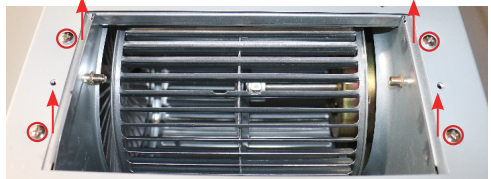


Figure 7

WARRANTY

This product is warranted for a limited period of **ONE YEAR Parts, begins from the date of purchase.**

This limited warranty is applied to the original retail purchaser and valid only for products purchased for home use in the continental United States of America.

This limited warranty is non-transferable and does not extend to the 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 apply to this product thereafter.

In the event of the product fail to work properly due to a defect in manufacturing materials or workmanship under normal home use, during the warranty period mentioned above, subject to the conditions and limitations set forth below, Awoco will, at our options, either repair or replace any part of our products proven defective by reason of improper materials or workmanship:

- Proof of original retail purchase is required to receive warranty service within the limited warranty period.
- Repair parts or replacement products will be provided by Awoco, free of charge, on an exchange basis, and will be either new or reconditioned.

This Limited Warranty Does Not Cover:

- Consumable parts such as light bulbs, stainless steel baffle 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 on the product caused by transportation and handling.
- Damage of product caused by accidents, pests and vermin, lightning, wind, fire, floods or acts of God.

- Damage of product caused by unauthorized modification or alteration, or if it is used for other than the intended purpose, or any water leakage where the unit was not installed properly.
- Damage of product caused by incorrect electrical wiring, commercial or industrial use, or use of any cleaning products not recommended in this manual.
- Damage of product due to product misuse, abuse, improper installation, unauthorized repair or maintenance.
- Any loss of properties or any costs associated with removing, servicing, installing, or determining the source of problems with our products.

To Receive Warranty Service:

- Contact the seller or distributor from which you purchase the product. Please confirm the terms of your dealer's or distributor's policies prior to contacting. Or contact us directly.
- Provide the product identification information, such as model number and lot number, and proof of original purchase.
- Describe the issue you are experiencing in detail.

Product Support and Additional Information:

If you need assistance using your product or you would like to start the warranty service:

- Contact us at 1-888-412-3428, between 10 AM and 5 PM, Monday - Friday, Pacific Time.
Or
- Contact us at <https://awoco.com/pages/contact-us>.



Website: www.awoco.com

Customer Support: 1-888-412-3428