

Faults and troubleshooting

Be sure to unplug the power cord before troubleshooting.

Fault description	Possible reasons	Solutions
Lights and motor all do not work	The power plug is not plugged in properly	Plug in the power plug properly
	No power output	Ask electrician to repair
Main motor works but lights do not work	Light bulb is blown	Change the light bulb (Contact the customer service centre of our company to come onsite and change)
Main motor works but lightcraft do not work	Light craft bulb is blown	Change the Light craft bulb (Contact the customer service centre of our company to come onsite and change)
Lights work but main motor do not work	Capacitor has poor contact or damaged	Contact the customer service centre of our company to come onsite and change
	Motor damaged	Contact the customer service centre of our company to come onsite and change
Odd sounds during fan operation	Fan wheel is loose, the handle screw nut is not tightened	Tighten the handle screw nut
One setting does not work while all other settings work	Control switch is broken	Change control switch (Contact the customer service centre of our company to come onsite and change)
Poor smoke removal efficacy	The main body is installed too high	Lower the installation height
	The dampers are not fully open	Check the dampers, it should rotate smoothly
	Too much convection around the main body	Close doors and windows where appropriate
	Too much oil accumulated	Remove the oil
	Maximum speed not used	Switch to maximum speed
Sliding glass panel does not elevate	The power plug is not plugged in properly	Plug in the power plug properly
	Slide way is spoilt	Contact the customer service centre of our company to come onsite and change
	Rotating module is spoilt or stuck	Contact the customer service centre of our company to come onsite and change
	Sliding glass driving motor is spoilt	Contact the customer service centre of our company to come onsite and change
	Circuit board or switch power supply damaged	Contact the customer service centre of our company to come onsite and change
Sliding panel assembly return when moving	Limit function failure	Contact the customer service centre of our company to come onsite and change

Warning:

1. Always unplug the power cord when connecting or changing parts;
2. If the power cord of the exhaust hood is damaged, it must be replaced by qualified personnel from the manufacturer, its service department or similar department;
3. Do not introduce flame into the body of the exhaust to prevent accidents.
4. When removing the oil filter for cleaning, please do not place your head into the cavity of the exhaust hood.