

Faults and Troubleshooting

If you encounter any abnormality during usage, please stop using the hood immediately and unplug the power cord before troubleshooting.

Fault descriptions	Possible reasons	Solutions
The switch is on but the hood and lights do not work	The power is not on	Check whether the power plug is properly plugged in
		Check whether the socket has electricity current.
Motor works but lights do not work	The light is not on	Switch on/off according to the user manual
Noisy vibration	Screws are loose	Check whether the hood surface screws are tightened
	Surface of the exhaust pipe is depressed	Re-install the exhaust pipe
Poor smoke removal	Installation distance between the hood and gas stove is too large	Adjust the installation height of the hood
	Too much convection or poor ventilation in the kitchen	Reduce air convection or open doors and windows for better ventilation

If the hood still does not function properly after trying the above troubleshooting tips, please contact our customer service centre for repairs.