

# OWNER'S MANUAL

36" Glass Canopy Chimney  
Vent Hood

ELEVATE EVERYTHING

**MONOGRAM**

*Introduction*

Your new Monogram glass canopy hood makes an eloquent statement of style and design. Whether you chose it for its purity of design, assiduous attention to detail—or for both of these reasons—you’ll find that your Monogram glass canopy hood’s superior blend of form and function will delight you for years to come.

Your Monogram glass canopy hood was designed to be elegant, yet provide the venting performance you need when cooking. Its sleek design can be beautifully integrated into the kitchen.

The information on the following pages will help you operate and maintain your glass canopy hood properly.

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*Before using  
your glass  
canopy  
hood*

Read this manual carefully. It is intended to help you operate and maintain your new glass canopy hood properly.  
Keep it handy for answers to your questions.

If you don't understand something or need more help, there is a list of toll-free consumer service numbers included in the back section of this manual.

**OR**

Visit our Website at: **Monogram.com**

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*Write  
down the  
model  
& serial  
numbers*

You'll find them on a label on the hood.  
These numbers are also on the Consumer Product Ownership Registration Card packed separately with your hood.  
Visit **Monogram.com** and click on "Register Your Appliance" to register your glass canopy hood.

**Before sending in this card, please write these numbers here:**

Model Number

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Serial Number

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Use these numbers in any correspondence or service calls concerning your hood.

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*If you received  
a damaged  
hood*

Immediately contact the dealer (or builder) that sold you the hood.

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*Save time  
& money*

Before you request service, check the Problem Solver in the back of this manual.

It lists causes of minor operating problems that you can correct yourself.

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*If you need  
service*

To obtain service, see the Consumer Services page in the back of this manual.

We're proud of our service and want you to be pleased. If for some reason you are not happy with the service you receive, here are some steps to follow for further help.

FIRST, contact the people who serviced your appliance. Explain why you are not pleased. In most cases, this will solve the problem.

NEXT, if you are still not pleased, write all the details—including your phone number—to:

Manager, Customer Relations  
Monogram  
Appliance Park  
Louisville, KY 40225

# IMPORTANT SAFETY INFORMATION

## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

**▲WARNING** Read all safety instructions before using the product. Failure to follow these instructions may result in fire, electrical shock, serious injury or death.

### **▲WARNING** GENERAL SAFETY INSTRUCTIONS

**▲WARNING** TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY TO PERSONS, OBSERVE THE FOLLOWING:

- A. Use this unit only in the manner intended by the manufacturer. If you have questions, contact the manufacturer.
- B. Before servicing or cleaning unit, switch power off at service panel and lock the service disconnecting means to prevent power from being switched on accidentally. When the service disconnecting means cannot be locked, securely fasten a prominent warning device, such as a tag, to the service panel.
- C. Do not use this unit with any solid-state speed control device.
- D. This unit must be grounded.

**▲CAUTION** FOR GENERAL VENTILATING USE ONLY. DO NOT USE TO EXHAUST HAZARDOUS OR EXPLOSIVE MATERIALS AND VAPORS.

**▲WARNING** TO REDUCE THE RISK OF INJURY TO PERSONS IN THE EVENT OF A RANGE TOP GREASE FIRE, OBSERVE THE FOLLOWING\*:

- A. 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.
  - B. NEVER PICK UP A FLAMING PAN—You may be burned.
  - C. DO NOT USE WATER, including wet dishcloths or towels—a violent steam explosion will result.
- B Use an extinguisher ONLY if:
1. You know you have a Class ABC extinguisher, and you already know how to operate it.
  2. The fire is small and contained in the area where it started.
  3. The fire department is being called.
  4. You can fight the fire with your back to an exit.

\*Based on “Kitchen Firesafety Tips” published by NFPA.

**▲WARNING** TO REDUCE THE RISK OF A RANGE TOP GREASE FIRE:

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

**▲WARNING** TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY TO PERSONS, OBSERVE THE FOLLOWING:

- A. Installation work and electrical wiring must be done by qualified person(s) in accordance with all applicable codes and standards, including fire-related construction.
- B. Sufficient air is needed for proper combustion and exhausting of gases through the flue (chimney) of fuel burning equipment to prevent back drafting. Follow the heating equipment manufacturer’s guidelines and safety standards such as those published by the National Fire Protection Association (NFPA), and the American Society for Heating, Refrigeration and Air Conditioning Engineers (ASHRAE), and the local code authorities. When applicable, install any makeup (replacement) air system in accordance with local building code requirements. Visit [Monogram.com](http://Monogram.com) for available makeup air solutions.
- C. When cutting or drilling into wall or ceiling, do not damage electrical wiring and other hidden utilities.
- D. Ducted fans must always be vented to the outdoors.

**▲WARNING** TO REDUCE THE RISK OF FIRE, USE ONLY METAL DUCTWORK.

- Do not attempt to repair or replace any part of your hood unless it is specifically recommended in this manual. All other servicing should be referred to a qualified technician.

**▲CAUTION** AUTOMATICALLY OPERATED DEVICE. TO REDUCE THE RISK OF INJURY, DISCONNECT FROM POWER SUPPLY BEFORE SERVICING. THE UNIT IS EQUIPPED WITH AN INTEGRAL DISCONNECTING SWITCH LOCATED INSIDE THE BLOWER HOUSING.

## READ AND SAVE THESE INSTRUCTIONS

# CONSIGNES DE SÉCURITÉ IMPORTANTES

## VEUILLEZ LIRE TOUTES LES CONSIGNES AVANT D'UTILISER L'APPAREIL

### ⚠ AVERTISSEMENT

Veillez lire toutes les consignes avant d'utiliser ce produit. Le non-respect de ces instructions pourrait entraîner un incendie, un choc électrique, une blessure grave voire la mort.

### ⚠ AVERTISSEMENT

#### CONSIGNES GÉNÉRALES DE SÉCURITÉ

### ⚠ AVERTISSEMENT

**POUR RÉDUIRE LE RISQUE D'INCENDIE, DE SECOURS ÉLECTRIQUE OU DE BLESSURE CORPORELLE, OBSERVEZ LES PRÉCAUTIONS SUIVANTES :**

- A. N'utilisez cet appareil que de la manière prévue par le fabricant. Si vous avez des questions, appelez le fabricant.
- B. Avant de réparer ou de nettoyer votre appareil, débranchez le courant au niveau du panneau de service et verrouillez les mécanismes de débranchement de service pour éviter tout branchement accidentel au courant. Si vous ne pouvez pas verrouiller les mécanismes de débranchement de service, attachez soigneusement un avertissement bien visible, comme une étiquette, au panneau de service.
- C. N'utilisez jamais cet appareil avec un mécanisme de réglage de la vitesse à semi-conducteurs.
- D. Cet appareil doit être bien mis à la terre.

### ⚠ ATTENTION

**UNIQUEMENT À USAGE DE VENTILATION GÉNÉRALE. N'UTILISEZ JAMAIS POUR L'ÉCHAPPEMENT DE MATIÈRES ET DE VAPEURS EXPLOSIVES.**

### ⚠ AVERTISSEMENT

**POUR RÉDUIRE LE RISQUE DE BLESSURE CORPORELLE SI DE LA GRAISSE PREND FEU SUR LA SURFACE DE CUISSON DU FOUR, SUIVEZ LES INSTRUCTIONS SUIVANTES\* :**

- A. **ÉTOUFFEZ LES FLAMMES** avec un couvercle qui convient, une tôle à biscuits ou un plateau en métal, puis éteignez le brûleur. FAITES BIEN ATTENTION DE NE PAS VOUS BRÛLER. Si les flammes ne s'éteignent pas immédiatement, **SORTEZ ET APPELEZ LES POMPIERS.**
- B. **NE DÉPLACEZ JAMAIS UNE CASSEROLLE QUI FLAMBE**— Vous pouvez vous brûler.
- C. **N'UTILISEZ JAMAIS D'EAU**, en particulier de serviette ou de chiffon mouillé—il se produira une explosion violente de vapeur brûlante.
- D. **N'UTILISEZ UN EXTINCTEUR** que si :
  1. Vous avez un extincteur de classe ABC et vous savez comment l'utiliser;
  2. Le feu est réduit et confiné à l'endroit où il a commencé;
  3. Vous avez déjà appelé les pompiers;
  4. Vous combattez les flammes en tournant le dos à une sortie.

\* Basé sur l'ouvrage intitulé «Kitchen Fire Safety Tips» publié par la NFPA.

### ⚠ AVERTISSEMENT

**RÉDUISEZ LE RISQUE D'UN FEU DE GRAISSE SUR LA SURFACE DE CUISSON DU FOUR :**

- A. Ne laissez jamais sans surveillance les unités de cuisson de surface à une température élevée. Le bouillonnement occasionne des débordements fumants et graisseux qui peuvent prendre feu. Chauffez à feu doux les substances huileuses, avec un réglage bas ou moyen.
- B. Ne préparez pas des mets flambés sur la cuisinière. Si vous préparez des mets flambés sous la hotte, mettez le ventilateur en marche.
- C. Nettoyez les mécanismes de ventilation fréquemment. Il ne faut pas permettre une accumulation de graisse sur le ventilateur ou sur le filtre.
- D. Utilisez une casserole de bonne taille. Utilisez toujours un ustensile de cuisine qui convienne au diamètre de l'élément de cuisson.

### ⚠ AVERTISSEMENT

**POUR RÉDUIRE LE RISQUE D'INCENDIE, DE SECOURS ÉLECTRIQUE OU DE BLESSURE CORPORELLE, OBSERVEZ LES PRÉCAUTIONS SUIVANTES :**

- A. Vous devez faire exécuter tous les travaux d'installation et de câblage électrique par une personne qualifiée, conformément à tous les codes et les normes en vigueur, en particulier ceux de construction relatifs aux incendies.
- B. Vous devez assez d'air pour avoir une bonne combustion et permettre l'évacuation des gaz par le conduit de cheminée du matériel de combustion du carburant, afin d'éviter tout retour d'air. Suivez les directives du fabricant de matériel de combustion et les normes de sécurité comme celles publiées par la National Fire Protection Association (NFPA) et l'American Society for Heating, Refrigeration and Air Conditioning Engineers (ASHRAE), ainsi que les modalités des codes locaux. Le cas échéant, installez un système de compensation d'air (remplacement) conformément aux conditions des codes locaux du bâtiment. Visitez le site **Monogram.com** pour connaître les solutions offertes en matière de système de compensation d'air.
- C. Si vous faites un trou ou une ouverture dans un mur ou un plafond, n'endommagez pas les fils électriques et les autres installations cachées de service public.
- D. Vous devez toujours alimenter les ventilateurs dans les conduits en air en provenance de l'extérieur.

### ⚠ AVERTISSEMENT

**POUR RÉDUIRE LE RISQUE D'INCENDIE, N'UTILISEZ QUE DES CONDUITS EN MÉTAL.**

- N'essayez jamais de remplacer ou de réparer un élément de votre hotte si le présent manuel ne le recommande pas expressément. Tout autre entretien doit être effectué par un technicien qualifié.]

### ⚠ ATTENTION

**APPAREIL COMMANDÉ AUTOMATIQUEMENT. AFIN DE RÉDUIRE LES RISQUES DE BLESSURE, DÉBRANCHEZ L'APPAREIL DE L'ALIMENTATION ÉLECTRIQUE AVANT DE PROCÉDER À UNE RÉPARATION. L'APPAREIL EST ÉQUIPÉ D'UN SECTIONNEUR INTÉGRAL SITUÉ À L'INTÉRIEUR DU LOGEMENT DU VENTILATEUR.**

## LISEZ CES INSTRUCTIONS ET RANGEZ-LES SOIGNEUSEMENT

Controls

**NOTE:** Avoid using food products that produce flames under the range hood.

**1. POWER ON/OFF.** Press to activate (turn on)/deactivate (turn off) the control buttons. When the buttons are active (turned on), their outer rings will be illuminated. When active (turned on), the hood lights and fan will automatically turn on at their last settings.

**NOTES:**

- Always deactivate (turn off) the buttons when the hood is not in use.
- If both the LIGHT and FAN are set to OFF, the buttons will automatically deactivate (turn off) after 10 seconds.

**2. LIGHT DECREASE ON/OFF.** Press to turn on and dim the lights. It remembers the last light level used. The buttons allow you to cycle around to the desired setting. (There are four light levels/ settings and OFF.)

**3. LIGHT INCREASE ON/OFF.** Press to turn on and brighten the lights. It remembers the last light level used. The buttons allow you to cycle around to the desired setting. (There are four light levels/ settings and OFF.)

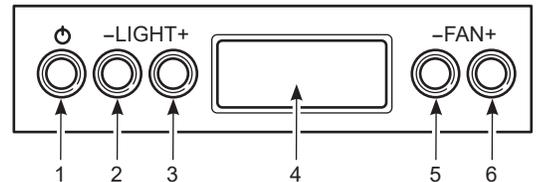
**4. Display.** Shows the fan setting.

**5. FAN DECREASE ON/OFF.** Press to turn on and decrease fan settings. It remembers the last fan level used. The buttons allow you to cycle around to the desired setting. (Use to set the fan speed to LOW, MED, HIGH, BOOST or OFF.)

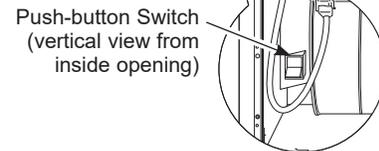
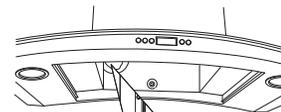
**6. FAN INCREASE ON/OFF.** Press to turn on and increase fan settings. It remembers the last fan level used. The buttons allow you to cycle around to the desired setting. (Use to set the fan speed to LOW, MED, HIGH, BOOST or OFF.)

**BOOST**—Provides five minutes at the maximum fan setting and then automatically sets to HIGH fan.

**SENSOR FEATURE**—The hood fan will automatically turn on at the MED setting and the display will show AUTO MODE ON if cooking temperatures become too hot. The fan will stay on for a minimum of 3 minutes and will then turn off when temperatures cool to an appropriate level.



**LOCATE ON/OFF SWITCH.** Grasp the filter handle, press inward and then pull down. Remove charcoal filter, if present. Reach into the motor compartment and locate the ON/OFF push-button switch on the side of the motor. Press switch to OFF position.



### For your safety

Before servicing or cleaning the unit, switch power off at the service panel and lock the service panel to prevent power from being switched on accidentally. If the service panel cannot be locked, fasten a tag or prominent warning label to the panel.

### Metal grease filters

The metal filter traps grease released by foods on the cooktop. The filter also helps prevent flames (from food, grease) from damaging the inside of the hood.

For this reason, the filter must ALWAYS be in place when the hood is used. The grease filter should be cleaned every 6 months, or as needed.

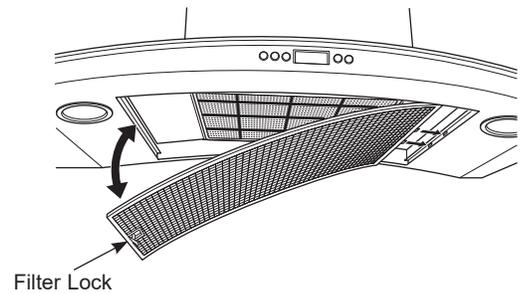
#### To remove:

Grasp the filter lock and pivot it open to release. Pull the filter down and out.

#### To replace:

1. Place the two tabs on the filter edge into the locating slots in the left or right side of the hood opening.
2. Push the filter up, open the filter lock and snap it into place in the hood.

To clean, swish the filter in hot soapy water and rinse in clean water or wash it in the dishwasher. Do not use abrasive cleansers.



### Charcoal filter (on some models)

If the model is not vented to the outside, the air will be recirculated through a disposable charcoal filter that helps remove smoke and odors.

The charcoal filter should be replaced when it is noticeably dirty or discolored (usually after 6 to 12 months, depending on hood usage).

**NOTE:** DO NOT rinse, or put charcoal filter in an automatic dishwasher.

**The charcoal filter cannot be cleaned. It must be replaced.**

**Order Charcoal Filter WB02X11284.**

To inquire about purchasing replacement charcoal filters or to find the location of a dealer nearest you, please call our toll-free number:

**Monogram Preferred Service: 800.444.1845**

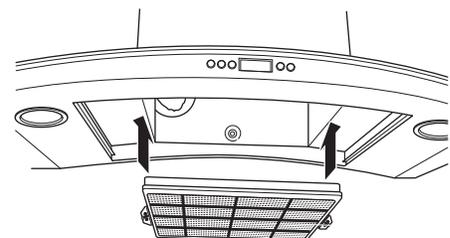
**Monogram.com**

#### To remove:

1. Remove the metal filter—see Metal grease filter section above.
2. Remove the two thumbscrews and lower the filter down and out.

#### To replace:

1. Place the new filter over the filter mounting bolts in the hood and secure with the thumbscrews.
2. Replace the metal filter—see Metal grease filter section above.



### Glass canopy

Clean with a damp, soapy cloth and dry with a clean cloth. A glass cleaner may also be used.

### Stainless steel hood surfaces

**Do not use a steel wool pad; it will scratch the surface.**

To clean the stainless steel surface, use warm sudsy water or a stainless steel cleaner or polish. Always wipe the surface in the direction of the grain. Follow the cleaner instructions for cleaning the stainless steel surface.

To inquire about purchasing stainless steel appliance cleaner or polish, or to find the location of a dealer nearest you, please call our toll-free number:

**Monogram Preferred Service: 800.444.1845**  
**Monogram.com**

### Light bulbs

#### To change the light bulbs:

1. Remove the inner lamp lens cover by inserting a small flat blade screwdriver into each of the three slots and gently prying it free.

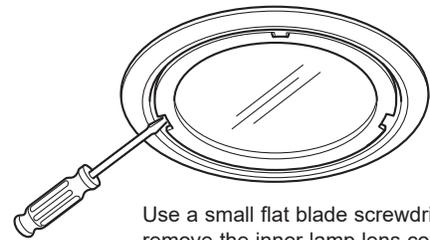
**NOTE:** Do not remove the outer trim ring (lamp assembly).

2. Grasp the bulb and pull it straight out.
3. Replace with the same wattage, type and size bulb. **Wear Gloves. Do not touch bulb with your bare fingers.**

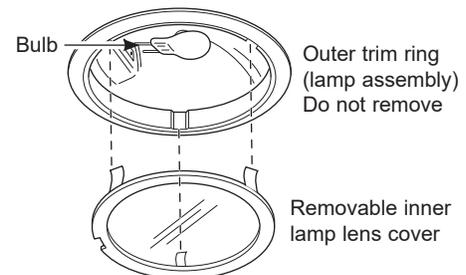
These 12 volt, 20 watt halogen bulbs with a G4 base are available at specialty lighting stores and home building centers.

**NOTE:** If WRONG WATT BULB appears in the display, the wrong kind of replacement bulb has been used. Replace with the same wattage, type and size bulb as the one removed.

4. Replace inner cover by inserting the three retaining tabs into the three slots and pressing them firmly in place.



Use a small flat blade screwdriver to remove the inner lamp lens cover.



**NOTE:** Make sure the tabs are inserted into the slots.

## Troubleshooting Tips

### Glass Canopy Hood

### Before you call for service

Save time and money! Review the charts on the following pages first and you may not need to call for service.

Problem	Possible Cause	What To Do
Fan automatically turns on and can not be turned off		The Sensor feature will automatically turn the fan on at the MED setting and the display will show AUTO MODE ON if cooking temperatures become too hot. The fan will stay on for a minimum of 3 minutes and will then turn off when temperatures cool to an appropriate level.
Fan does not operate when turned on	A fuse may be blown or a circuit breaker tripped.	Replace fuse or reset circuit breaker.
	The power disconnect switch inside the hood may be switched off.	Remove the metal grease filter and the charcoal filter (if present) and flip the switch on.
Fan fails to circulate air or moves air slower than normal		Check to be sure the metal grease filter and the charcoal filter (if present) are clean. Clean the metal grease filter (see the Metal grease filter section) and, if the hood is recirculated (not vented to the outside), replace the charcoal filter (see the Charcoal filter section). If cleaning and replacing the filters does not correct the problem, call for service.
	Sufficient makeup (replacement) air is required for exhausting appliances to operate to rating.	Check with local building codes, which may require or strongly advise the use of makeup air. Visit <a href="http://Monogram.com">Monogram.com</a> for available makeup air solutions.
Fan keeps going off and on	The motor is probably overheating and turning itself off. This can be harmful to the motor.	Check to <b>be sure the filter is clean</b> . If it continues to cycle on and off, call for service.
Light will not stay on high setting or “wrong watt bulb” appears in the display		Use 12 volt, 20 watt halogen bulbs with a G4 base and make sure they are inserted securely. See the Light bulbs section.
The hood controls or display are not operating correctly		Disconnect power to the hood by removing the fuse or turning the circuit breaker off in the home fuse box. Wait 30 seconds to allow the hood controls to reset and then replace the fuse or move the circuit breaker back on.
Sequential presses of the light or fan buttons will sometimes change the setting from the lowest setting—to off to the highest setting, or from the highest setting—to off—to the lowest setting		It is normal for the light and fan buttons to cycle around through the settings so that you can easily set the controls to the desired setting.
When pressing the power on/off button to turn on the light, the fan comes on instead		For your convenience, it is normal for the lights and fan to remember their last setting when you press the Power On/ Off button. If you want only the lights on, press the “FAN +” (or the “FAN –”) button until “Off” is in the display. When you power the hood up next time, only the lights will function.

*Notes*

**YOUR MONOGRAM HOOD WARRANTY**

**Staple sales slip or cancelled check here. Proof of original purchase date is needed to obtain service under warranty.**

**WHAT IS COVERED**

*From the Date of the Original Purchase*

**LIMITED TWO-YEAR WARRANTY**

For two years from date of original purchase, we will provide, free of charge, parts and service labor in your home to repair or replace **any part of the vent hood** that fails because of a manufacturing defect.

This warranty is extended to the original purchaser and any succeeding owner for products purchased for ordinary home use in the 48 mainland states, Hawaii, Washington, D.C. or Canada. If the product is located in an area where service by a Monogram Authorized Servicer is not available, you may be responsible for a trip charge or you may be required to bring the product to an Authorized Monogram Service location for service. In Alaska the warranty is the same except that it is LIMITED because you must pay to ship the product to the service shop or for the service technician's travel costs to your home.

All warranty service will be provided by our Factory Service Centers or by our authorized Customer Care® servicers during normal working hours.

Should your appliance need service, during warranty period or beyond, in the USA call 800.444.1845. In Canada: 888.880.3030. Please have your serial number and model number available when calling for service.

**WHAT IS NOT COVERED**

- Service trips to your home to teach you how to use the product.
- Replacement of house fuses or resetting of circuit breakers.
- Incidental or consequential damage caused by possible defects with this appliance.
- Replacement of the filters.
- Damage to the product caused by accident, fire, floods or acts of God.
- Failure of the product if it is used for other than its intended purpose or used commercially.
- Improper installation, delivery or maintenance.
- Damage caused after delivery.
- Product not accessible to provide required service.
- Installation or service for a makeup (replacement) air system.

**EXCLUSION OF IMPLIED WARRANTIES**

Your sole and exclusive remedy is product repair as provided in this Limited Warranty. Any 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 the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion 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 know what your legal rights are in your state, consult your local or state consumer affairs office or your state's Attorney General.

**Warrantor: GE Appliances, a Haier company**

**Warrantor in Canada: MC COMMERCIAL INC, Burlington, ON, L7R 5B6**

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***With the purchase of your new Monogram appliance, receive the assurance that if you ever need information or assistance from Monogram, we will be there. All you have to do is call!***

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***Register Your Appliance***

Register your new appliance on-line at your convenience! Timely product registration will allow for enhanced communication and prompt service under the terms of your warranty, should the need arise. You may also mail in the pre-printed registration card included in the packing material.  
In the US: **Monogram.com**  
In Canada: **Prodsupport.mabe.ca/crm/Products/ProductRegistration.aspx**

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***Schedule Service***

Expert Monogram repair service is only one step away from your door. Get on-line and schedule your service at your convenience any day of the year.  
In the US: **Monogram.com**  
or call 800.444.1845 during normal business hours.  
In Canada: **GEAppliances.ca/en/support/service-request** or call 888.880.3030

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***Extended Warranties***

Purchase a Monogram extended warranty and learn about special discounts that are available while your warranty is still in effect.  
In the US: **Monogram.com**  
or call 800.444.1845 during normal business hours.  
In Canada: **GEAppliances.ca/en/support/purchase-extended-warranty** or call 888.880.3030

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***Remote Connectivity***

For assistance with wireless network connectivity (for models with remote enable), visit our website at **Monogram.com** or call 800.444.1845 in the US only.

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***Parts and Accessories***

Individuals qualified to service their own appliances can have parts or accessories sent directly to their homes (VISA, MasterCard and Discover cards are accepted). Order on-line today 24 hours every day.  
In the US: **Monogram.com** or by phone at 800.444.1845 during normal business hours.

**Instructions contained in this manual cover procedures to be performed by any user. Other servicing generally should be referred to qualified service personnel. Caution must be exercised, since improper servicing may cause unsafe operation.**

Customers in Canada should consult the yellow pages for the nearest MC Commercial service center, visit our website at **GEAppliances.ca/en/products/parts-filters-accessories** or call 888.880.3030.