



**RANGE HOOD INSTALLATION  
& OPERATIONS MANUAL**



## HELLO

At Proline, we offer professional quality kitchen ventilation at unbeatable prices. Our superior design ensures easy installation and maintenance, our direct-to-consumer sales give you remarkable prices and value, and our outstanding warranty and customer service guarantees incredible support for all of our products.

## NOTE

This document is designed to act as a quick reference guide for common scenarios and questions when installing and maintaining a Proline Range Hood. This general manual is an overview and does not apply specifically to any model of range hood, but rather to the general types of range hoods. Please refer to the included manual supplied with your rangehood for specific installation and use instructions. If anything remains unclear or if you have further questions about one of our hoods please do not hesitate to call our friendly and helpful Customer Support team.



CUSTOMER SUPPORT  
**877.901.5530**



[prolinerangehoods.com](http://prolinerangehoods.com)  
**[support@prolinerangehoods.com](mailto:support@prolinerangehoods.com)**



2179 S 300 W #1  
Salt Lake City, UT 84115

# CONTENTS

VENTING REQUIREMENTS	4
VENTING OPTIONS	5
PREPARATION	7
WALL HOOD PREPARATION & INSTALLATION	8
ISLAND HOOD PREPARATION & INSTALLATION	12
UNDER CABINET PREPARATION & INSTALLATION	17
CARE & CLEANING	20
TROUBLESHOOTING	22
WARRANTY	23
RETURNS & EXCHANGES	24

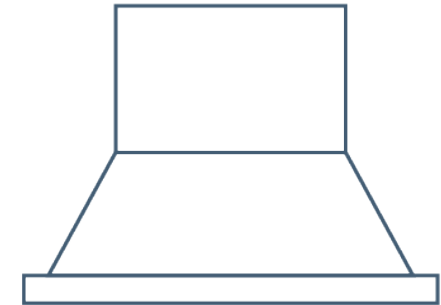
# VENTING REQUIREMENTS

## FOR CORRECT VENTING

- Allow 28-36" between the top of the cooking surface and the bottom of hood.
- The best option is to vent vertically through the roof if possible; vent through a side wall if you cannot vent directly above your hood.
- Use galvanized steel or metal ducting only.
- For best performance use as few elbows as possible, with no more than three 90° elbows. Include at least 18" straight from the transition piece before using an elbow in the duct and make sure there is at least 24" of straight vent between any elbows.
- Use or duct tape or HVAC tape to seal all joints in the vent system.
- Use caulking to seal exterior openings around the cap
- Always use metal HVAC ducting for maximum airflow.
- Always keep the duct clean to ensure proper airflow

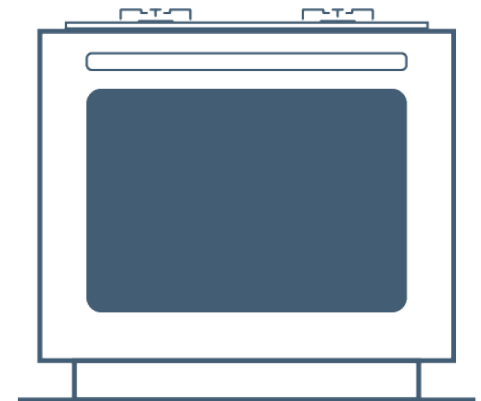
## NEVER

- Terminate the vent system into an attic or other enclosed area.
- Mount the range hood outside of the 28"-36" height above the cooking surface. Hoods mounted too low may be susceptible to heat or fire damage. Hoods mounted too high will perform poorly and become inefficient.
- Use 4" (10.2 cm) laundry-type wall caps.
- Use plastic venting or plastic ducting.
- Use more than 40' of ductwork.
- Install a range hood lower than 36" over a BBQ.

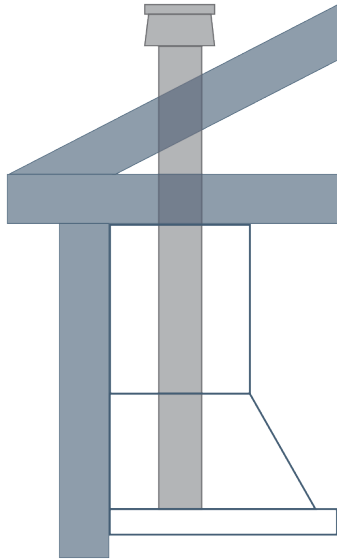


28-36" Distance  
Cooktop to Hood

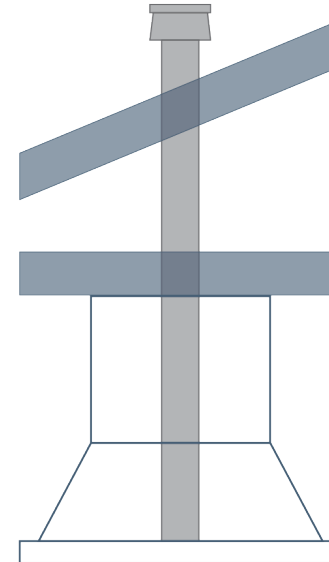
36" Countertop



## VENTING OPTIONS



Wall Mounted



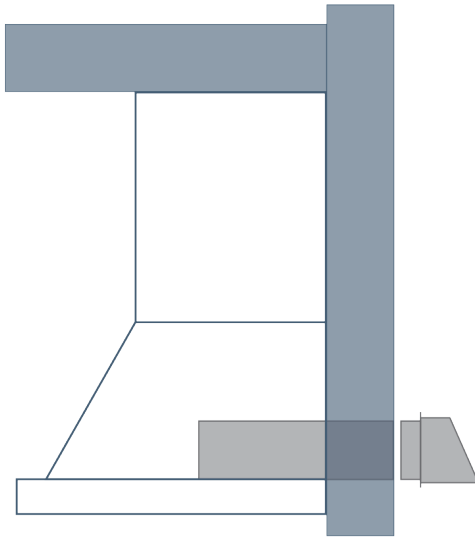
Island

### VERTICAL ROOF VENTING

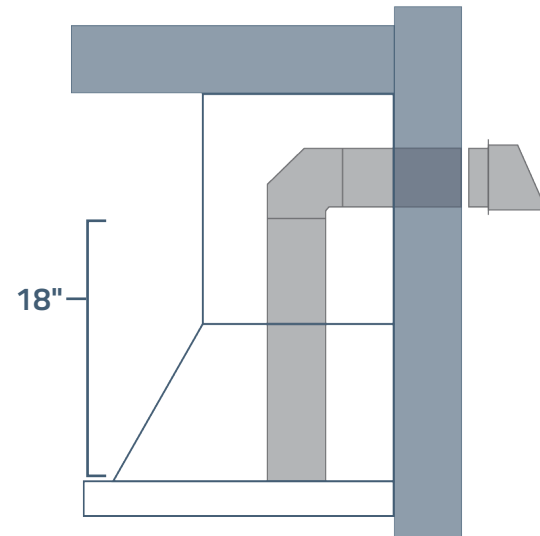
- Ducting goes vertically above the range hood through the house's roof. This is the most efficient way to vent and the preferred venting option for all Wall mounted or Island hoods.
- A roof cap is needed to protect the ducting from the exterior. Seal the roof cap with caulking.

# VENTING OPTIONS

1



2

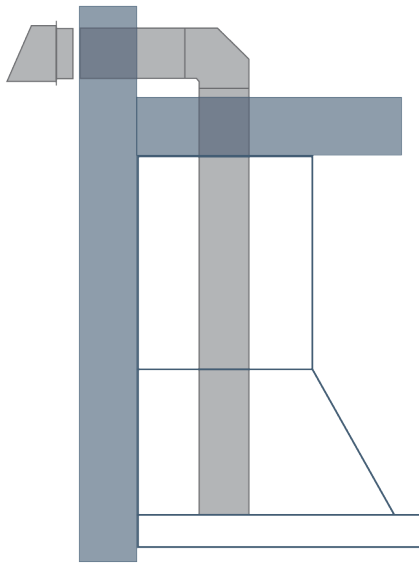


## HORIZONTAL WALL VENTING

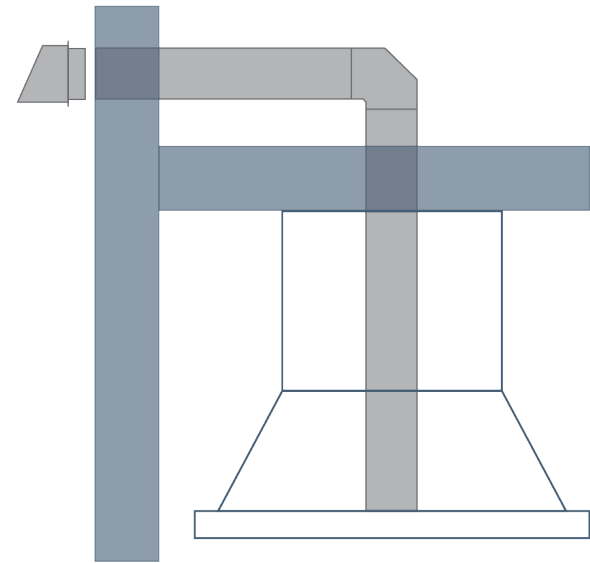
- This is an alternative option to vertical venting. Ducting goes horizontally from the range hood through the house's side wall. Depending on the model of hood, venting can go straight through an exterior wall from the back of the hood using a blower rotating kit\* (Option 1). If a rotating kit is not available we may be able to rotate the hood's blowers for an additional charge.

- The second option is to vent off the top of the blowers and elbow out the back of the hood, through the wall. (Option 2) For correct venting please allow at least 18" of straight vertical travel off the top of the transition piece before attaching the elbow. (As seen)
- A side wall cap is needed to protect the ducting from the exterior. Seal the side wall cap with caulking.

# VENTING OPTIONS



Wall Mounted



Island

## HORIZONTAL WALL VENTING

- This is a second, alternative option to vertical venting. Ducting goes through the kitchen ceiling from the top of the hood and then through a nearby exterior wall.
- For wall hoods it is recommended venting out the wall that the hood is mounted on to, allowing the shortest exit. For island hoods the nearest exterior wall in any direction is recommended for venting.

- A side wall cap is needed to protect the ducting from the exterior. Seal the side wall cap with caulking.

# WALL HOOD PREPARATION

## WHAT YOU WILL NEED

Power Drill	Pencil/Marker
Screwdrivers	Metal or Aluminum HVAC Tape
Drill Bits	Level
Tape Measure	Wall Anchors*
Masking Tape	Scissors/Box Cutter

## INSPECT RANGE HOOD

- Check the contents of your box. They should include:
  - Range Hood
  - Wall or Ceiling Mounting Bracket
  - Hardware Bag
  - Chimney (Applies to Specific Models)
  - Support Brackets (Applies to Specific Models)
  - Transition Duct (Applies to Specific Models)
- Plug in and test controls, lights, and fan.
- Inspect for any damage caused during shipping.
- Please report any damage to Proline Customer Service within 14 days of receipt of hood by calling 877.901.5530

## PREPARE DUCTWORK

Plan where your ductwork will be located. Install the proper sized ductwork and exterior roof or wall cap, depending on where you will be venting your hood to the exterior. Ductwork should already be punched through the ceiling (or wall if the ceiling is not an option) and ready to hook up to the range hood before beginning installation. See venting requirements above.

## NOTE

These are general installation directions for an Wall hood. Please refer to your model's instructional manual for specific instructions and other installation options.

*\*Wall anchors will vary depending on wall material and the weight of the range hood being installed. They can be found at any home improvement store.*



# WALL HOOD INSTALLATION

## First draw these markings on the installation area wall

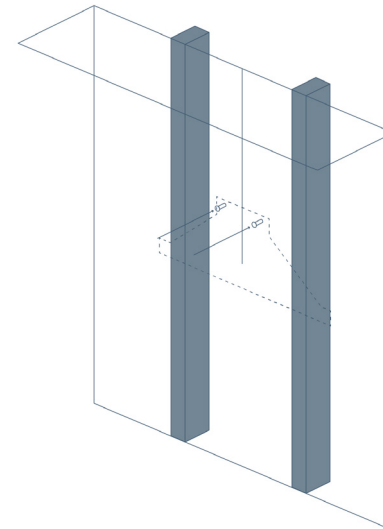
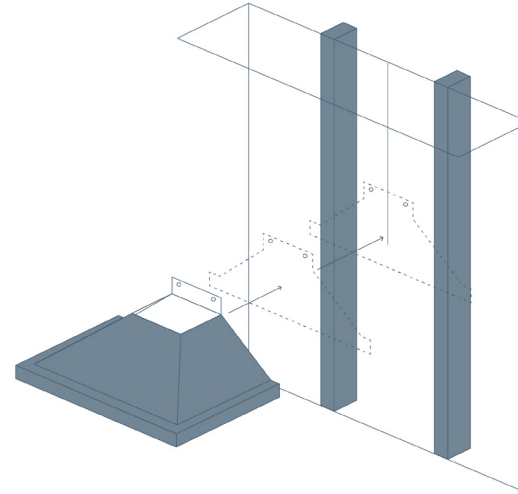
- Center line of installation area.
- Location of wall studs nearest to the center line. (One on each side)
- Horizontally level line 28-36" above the cook top surface. (Location of the bottom of the range hood.)

## STEP 1

### Find location for mounting the range hood

- Trace & the outline of your hood on a panel of its cardboard box.
- Find the mounting holes and center point of the hood (directly between the mounting holes) and mark them on the cardboard panel.
- Carefully cut out the cardboard outline.
- Tape the cardboard cutout panel to the wall lining it up with the horizontal line (bottom of hood location) and matching the center point with the center line of the installation area.
- Poke holes through the mounting points on the cardboard marking the locations on the wall and remove the cardboard.
- Predrill the mounting holes where your marks are with the correct size bit\* and insert the wall anchors.
- Screw in mounting screws, leaving roughly a 1/4" gap. This gap will be used to hang the hood in STEP 3.

1



\* The size of drill bit will depend on the size of hole that the wall anchor calls for.

# WALL HOOD INSTALLATION

## STEP 2

### Install Ceiling Chimney Bracket:

- Place the chimney bracket against the ceiling, matching the center point of the bracket with the center line of the installation area.
- Mark the locations of the bracket holes on the wall and drill the holes where the locations are marked\*.
- Insert wall anchors in the drilled holes and screw the bracket into place. The chimney will mount to the bracket.

\* The size of drill bit will depend on the size of hole that the wall anchor calls for.

## STEP 3

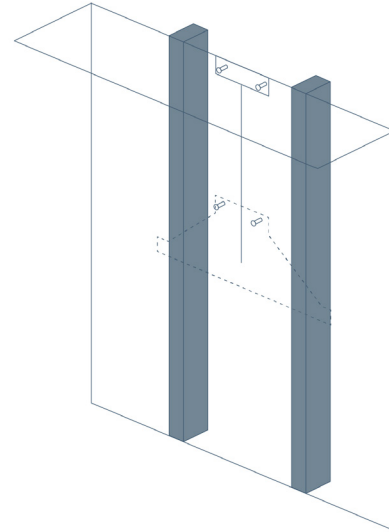
### Hang Range Hood and Connect:

- Carefully hang the hood on the mounting screws in place from STEP 1. Tighten the mounting screws to secure the hood. The bottom of the hood should match up with the the horizontal line marked on the wall.
- Drill holes in the back of the hood lining up with the wall studs that have been previously marked\*\*.
- Secure the hood to the wall studs using the screws included in the hardware bag.
- Attach the previously installed ductwork to the hood's blowers, taping it in place using duct tape or HVAC tape.
- Power the hood by connecting the three pronged plug to a nearby electrical outlet or by hardwiring the hood to a power source\*\*\*.

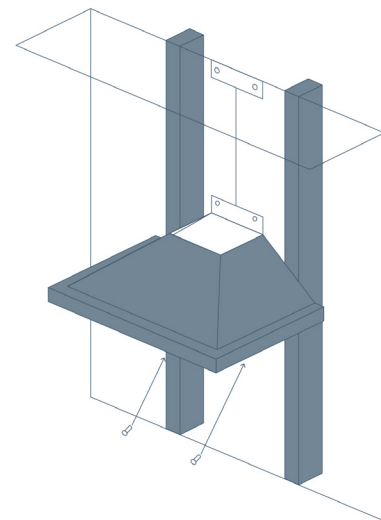
\*\* Use an appropriate drill bit for the mounting screws included in the hardware bag.

\*\*\*Always consult an electrician before directly wiring a hood to a power source.

2



3



# WALL HOOD INSTALLATION

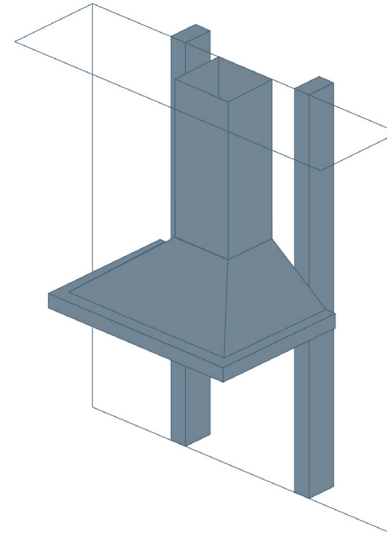
## STEP 4

### Install Chimney\*

- Remove protective film coating.
- Place the two pieces of chimney on top of the range hood, making sure the vent in the upper section is towards the top and the upper section slides inside the lower section in a telescoping manner.
- Attach the top section of the chimney to the mounting bracket, allowing the bottom section of the chimney to rest securely on the top of the hood.
- Screw the base of the chimney to the top of the hood (if there are mounting holes available).

*\*Not all styles of wall mount range hoods have chimneys (Undercabinet & Insert styles are typically without a chimney). Chimneys usually come in two telescoping pieces unless they are custom cut.*

4



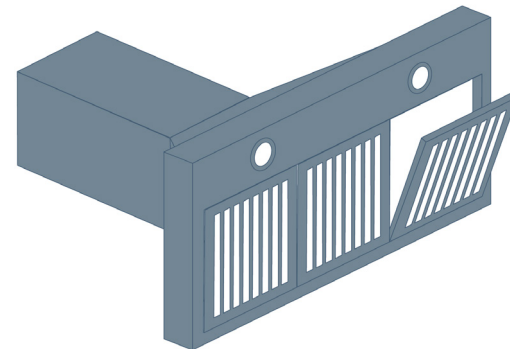
5

## STEP 5

### Install Grease Filter

- Remove protective tape or film coating.
- Insert spring loaded filter in to place.

*This concludes the installation of a wall hood. If you have any questions about the installation process please call Proline Customer Service at 877.901.5530 or visit [prolinerangehoods.com](http://prolinerangehoods.com).*



# ISLAND HOOD PREPARATION

## WHAT YOU WILL NEED

Power Drill	Pencil/Marker
Screwdrivers	Metal or Aluminum HVAC Tape
Drill Bits	Plumb Bob/Laser Level
Tape Measure	Scissors/Box Cutter
Masking Tape	2x4s or Appropriate Framing Material*

## INSPECT RANGE HOOD

- Check the contents of your box. They should include:
  - Range Hood
  - Ceiling Mounting Bracket
  - Hardware Bag
  - Chimney
  - Support Brackets
  - Transition Duct (Applies to Specific Models)
- Plug in and test controls, lights, and fan.
- Inspect for any damage caused during shipping.
- Please report any damage to Proline Customer Service within 14 days of receipt of hood by calling 877.901.5530

*\* 2x4s and other additional framing material may be required if installing extra supports, or if ceiling joists are not available in installation location*

## PREPARE DUCTWORK

Plan where your ductwork will be located. Install the proper sized ductwork and exterior roof cap, depending on where you will be venting your hood to the exterior. Ductwork should be ready to hook up to the range hood before beginning installation. See venting requirements above.

## NOTE

These are general installation directions for an Island hood. Please refer to your model's instructional manual for specific details and other installation options.

# ISLAND HOOD INSTALLATION

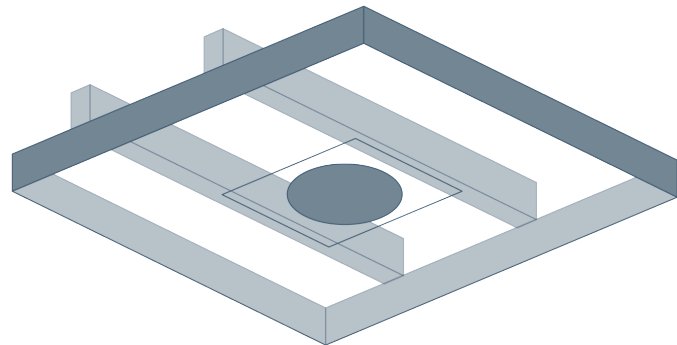
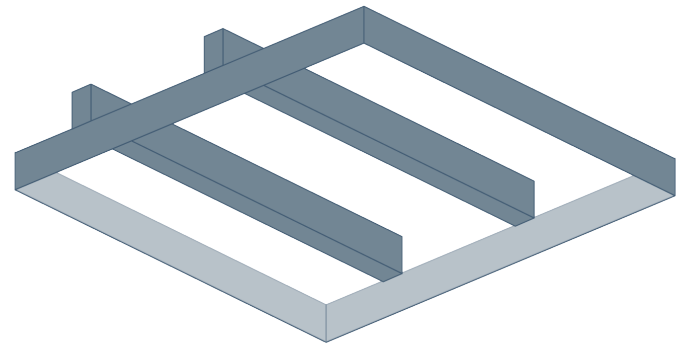
## First draw these markings on the installation area ceiling

- Center square of installation area
- Location of ceiling joists nearest to the installation area.  
(One on each side)

## STEP 1 Mark ceiling

- Find the joists in your ceiling.
- Find and mark the center point directly above your cooktop using a Plumb Bob or Laser level to line them up accurately.
- Place the ceiling bracket on the ceiling around the center point. (Make sure it is square with your cooktop.) Ensure that the bracket intersects the joists in your ceiling. If it doesn't, you must frame supports for securing the ceiling bracket.\*
- Trace the outline of the ceiling bracket onto the ceiling.
- Trace a circle where the ducting will go.
- Mark the 4 corners where you will drill the holes.

1



*\*For best results, consult a building professional.*

# ISLAND HOOD INSTALLATION

## STEP 2

### Install Ceiling Bracket:

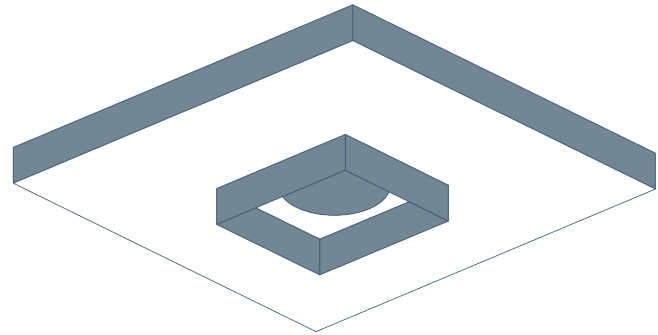
- Drill holes into four ceiling marks from Step 1. These holes should hit ceiling joists or the added framing.
- Cut out a hole in the ceiling where the ducting will go and finish preparing the ductwork.
- Place chimney bracket against ceiling and screw securely into place.
- Drop the ducting and electrical work through the ceiling.

## STEP 3

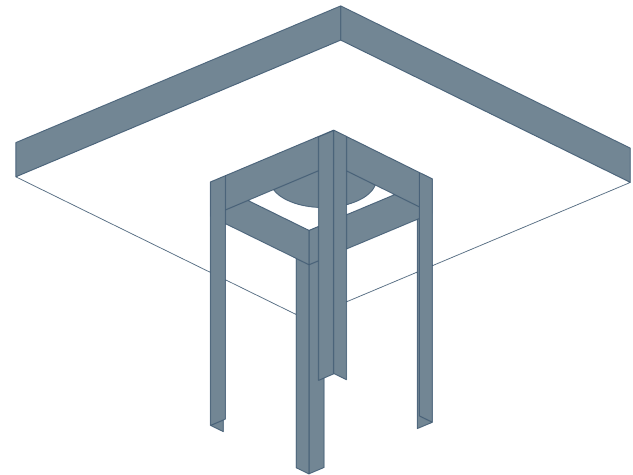
### Install Support Brackets:

- Place brackets vertically inside the four corners of the ceiling bracket.
- Extend the brackets to the appropriate length. (The bottom of the hood should be 28"-36" above the cooktop).
- Screw all support brackets to the ceiling mounting bracket securing them tight.

2



3



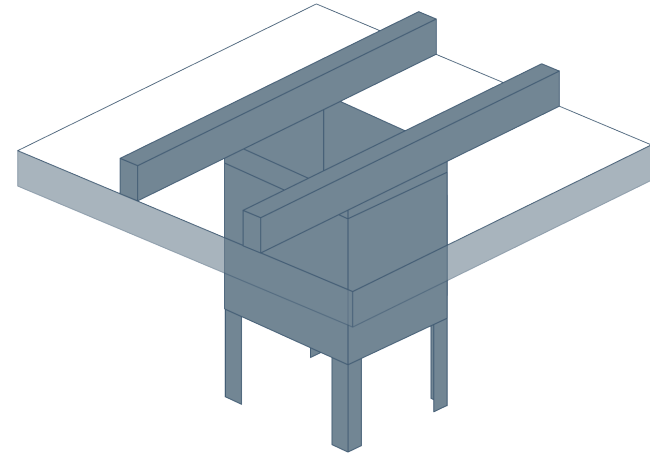
# ISLAND HOOD INSTALLATION

## STEP 4

### Install Chimney

- Slide inner chimney sleeve over support brackets, covering the ceiling bracket.
- Screw into place at the top of ceiling bracket.
- Slide outer chimney sleeve over inner chimney sleeve.
- Adjust until the bottom chimney sleeve is a few inches above the bottom of the support brackets.
- You may want to use masking tape to help hold the chimney in place while you proceed to step 5.

4

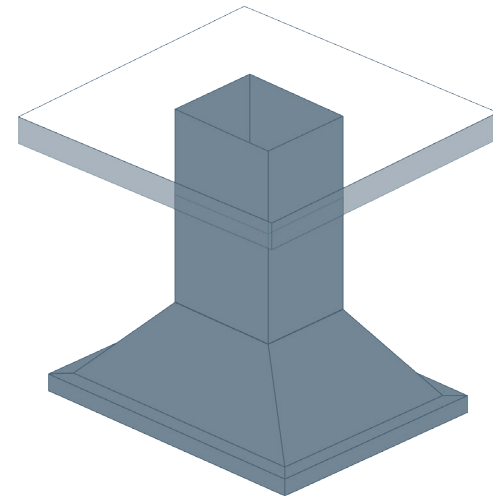


## STEP 5

### Attach Hood

- If your hood comes with a transition ducting piece, secure it to the base of your hood before mounting.
- Place the base of the hood directly under the chimney.
- Screw hood to the support brackets on all four corners.
- Feed electrical and ducting work through chimney.
- Power your hood by hardwiring your hood to a power source or by plugging it in to a nearby electrical outlet if there happens to be one available.\*
- Slide outer chimney sleeve down into place, meeting the top of the hood.

5



*\*Always consult an electrician before directly wiring a hood to a power source.*

# ISLAND HOOD INSTALLATION

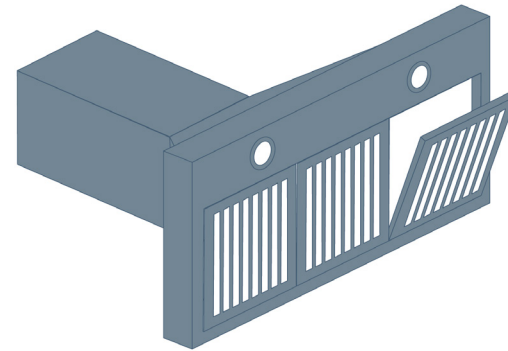
## STEP 6

### Install Filters

- Remove protective tape or film coating.
- Insert spring loaded filter in to place.

*This concludes the installation of a wall hood. If you have any questions about the installation process please call Proline Customer Service at 877.901.5530 or visit [prolinerangehoods.com](http://prolinerangehoods.com).*

6





# UNDER CABINET HOOD PREPARATION

## WHAT YOU WILL NEED

Power Drill	Pencil/Marker
Screwdrivers	Metal or Aluminum HVAC Tape
Drill Bits	Level
Tape Measure	Wall Anchors*
Masking Tape	Scissors/Box Cutter

## INSPECT RANGE HOOD

- Check the contents of your box. They should include:
  - Range Hood
  - Wall Mounting Bracket
  - Hardware Bag
  - Transition Duct (Applies to Specific Models)
- Plug in and test controls, lights, and fan.
- Inspect for any damage caused during shipping.
- Please report any damage to Proline Customer Service within 14 days of receipt of hood by calling 877.901.5530

## PREPARE DUCTWORK

Plan where your ductwork will be located. Install the proper sized ductwork and exterior roof or wall cap, depending on where you will be venting your hood to the exterior. Ductwork should already be punched through the ceiling and above cabinet, or back wall and ready to hook up to the range hood before beginning installation. See venting requirements above.

## NOTE

These are general installation directions for an Under Cabinet hood. Please refer to your model's instructional manual for specific details and other installation options.

*\*Wall anchors will vary depending on wall material and the weight of the range hood being installed. They can be found at any home improvement store.*

# UNDER CABINET HOOD INSTALLATION

## First draw these markings on the installation area wall

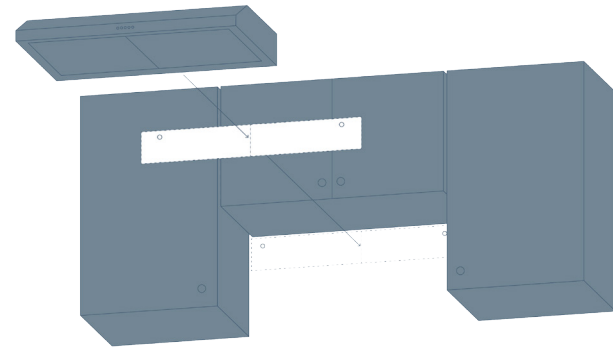
- Center line of installation area
- Location of wall studs nearest to the center line. (One on each side)

## STEP 1

### Find location for mounting the range hood

- Trace the outline of your hood on a panel of its cardboard box.
- Find the mounting holes and center point of the hood (directly between the mounting holes) and mark them on the cardboard panel.
- Carefully cut out the cardboard outline.
- Tape the cardboard cutout panel to the wall leaving a small gap (roughly 1/8") below the bottom of the cabinet . Match the center point with the center line of the installation area.
- Poke holes through the mounting points on the cardboard marking the locations on the wall and remove the cardboard.
- Predrill the mounting holes where your marks are with the correct size bit\* and insert the wall anchors.
- Screw in mounting screws, leaving roughly a 1/4" gap. This gap will be used to hang the hood in STEP 3.

1



\* The size of drill bit will depend on the size of hole that the wall anchor calls for.

# UNDER CABINET HOOD INSTALLATION

## STEP 2

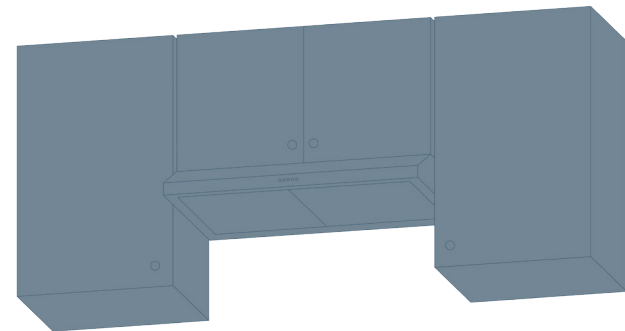
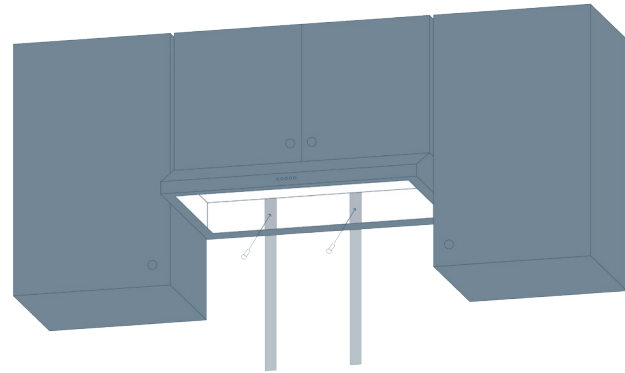
### Hang & Secure the Range Hood and Connect:

- Carefully hang the hood on the mounting screws in place from STEP 1. Tighten the mounting screws to secure the hood. The bottom of the hood should match up with the horizontal line marked on the wall.
- Using the knockouts in the top of the hood, screw the top of the hood in to the bottom of the cabinet above
- Drill holes in the back of the hood lining up with the wall studs that have been previously marked,\*(If the knockouts in the back of the hood do not match up).
- Secure the hood to the wall studs using the screws included in the hardware bag. Additionally, you may use the knockouts in the back of the hood to add more screws
- Attach the previously installed ductwork to the hood's blowers, taping it in place using aluminum or HVAC tape.
- Power the hood by connecting the three pronged plug to a nearby electrical outlet or by hardwiring the hood to a power source\*\*.

*\* Use an appropriate drill bit for the mounting screws included in the hardware bag.*

*\*\*Always consult an electrician before directly wiring a hood to a power source.*

2



# CARE & CLEANING

## WARNING

- Never put your hand into the area housing the fan while the fan is operating.
- Turn off power to the hood before cleaning.
- Make sure your cooktop and hood are cool before cleaning.
- Use only the types of cleaning solutions mentioned in this manual.
- Completely dry the filter(s) immediately after cleaning.

## CLEANING EXTERIOR SURFACES

- Regular care will help preserve the appearance of your range hood.
  - Always wipe stainless steel surfaces with the grain to avoid scratches
  - Clean periodically with hot soapy water and clean cotton cloth.
  - For heavier soil, use a liquid degreaser such as 409™ or Fantastic™.
  - If hood looks splotchy, use a stainless steel cleaner on the surface.
- Promptly and gently remove cleaner with a soft towel or wipe.
- After cleaning, you may use non-abrasive stainless steel polish (such as 3m™ or ZEP™) to buff out stainless luster. Always scrub lightly and with a clean cotton cloth.

## DO NOT

- Use corrosive or abrasive detergent (eg, Comet Power Scrub™ or EZ-Off™ oven cleaner).
- Use steel wool or scouring pads, which will scratch and damage the stainless steel surface.
- Leak cleaning solution onto or into the control panel.
- Allow deposits to accumulate or remain on the hood.
- Allow salt solutions, disinfectants, bleaches, or cleaning compounds to remain in contact with the stainless steel for extended periods.

# CARE & CLEANING

## **CLEANING THE FILTER**

All Proline hoods come with either an aluminum mesh or stainless steel baffle filter. Both types of filters are dishwasher safe for easy cleaning. If handwashing your filter, follow the instructions in the "Cleaning Exterior Surfaces" section above.

# TROUBLESHOOTING

## NOTHING WORKS

- Turn on power at circuit breaker panel or fuse box. Check for tripped breaker or blown fuse.
- Make sure hood main power switch is on.
- Check the hood's wiring.

## LIGHTS NOT TURNING ON

- See "NOTHING WORKS"
- Swap out lights to determine if bulbs are defective.

## RANGE HOOD VIBRATES WHEN BLOWER IS ON

- Make sure the range hood has been secured properly to the wall.

## BLOWER SYSTEM SEEMS WEAK

- Increase the fan speed, ensure that it is at a high enough setting.
- Make sure the ducting is sized correctly. Range hood will not function efficiently with insufficient duct size (IE, 9" duct over 8" hole)
- Check to see if duct is clogged or if damper unit (half-circular flapper) is installed incorrectly. A tight mesh on a side wall cap unit might also cause restriction to the air flow.

## AIR NOT VENTING OUT PROPERLY

- Make sure there is at least 28" (71 cm) between the stove top and the bottom of the hood
- Reduce the number of elbows and length of duct work. Check to ensure all joints are properly connected, sealed, and taped.
- Make sure power is on High speed for heavy cooking.

# WARRANTY

## THREE YEAR WARRANTY

### **Parts & Labor-** *1st Year*

For the first year from the date of original purchase, we will repair or replace any parts or components that failed due to manufacturing defects.

### **Parts Only-** *2nd & 3rd Year*

For one year from the date of original purchase, we will repair or replace any non-consumable parts or components that failed due to manufacturing defects.

## WHAT ISN'T COVERED

- Consumable parts such as light bulbs and filters (stainless, aluminum, or charcoal).
- Damage due to natural wear, improper mounting, improper maintenance, or use of abrasive cleaning products.
- Chips, dents, or cracks due to abuse, misuse, or improper installation.
- Damage caused by accident, fire, floods, or natural disaster.

## WHO IS COVERED

Only the original purchaser for residential products purchased in the continental United States (limited warranty in Canada, Hawaii, and Alaska).

# RETURNS & EXCHANGES

## UPON RECEIPT OF HOOD

- Inspect your hood for any damage in shipping.
- Plug in and test controls (lights, fan).
- Call 1-877-901-5530 within 14 days of receiving your hood to report any damage.

## RETURNS

### Damaged Returns

- You must report damage directly to Proline within 14 days to receive a full refund.
- Send a photo or video showing the damage via email. We need this before we can approve your damage claim.
- Once your claim is approved, we will arrange for a damage pickup.
- A new replacement hood will be sent to you after the damaged hood has been picked up and is returning to us in transit.

**Please Note** Free returned shipping only applies to 48 contiguous United States. Hawaii, Alaska and Canada must pay regular shipping rates.

### Undamaged Returns

- Contact Proline Customer Support within 30 days with your intent and reason for refund
- You will pay a 20% factory restocking fee
- You will be responsible for all returned shipping costs. We can help arrange for a pickup if requested.

## EXCHANGES

- You must request an exchange directly to Proline within 14 days.
- Notify us of your reason for the exchange. Provide a photo if your hood is damaged.
- We will help arrange for returned shipping of your hood.
- Once we receive your original hood, we will send the replacement hood.

### Please Note:

- We will only allow one undamaged exchange per purchase.
- Your replacement hood must be of equal or lesser value.
- If the value of your replacement hood is higher, you will be responsible for paying the difference in price.

## RETURN CLAIMS NOT ACCEPTED IF

- Hood has been installed.
- Hood has been custom cut or otherwise altered.
- Damage is reported after 14 days.
- Original packaging or parts are missing.