



OWNER'S MANUAL

**36", 48" Monogram Wall Vent Hood
ZVWS361, ZVWS481**

ENGLISH/ESPAÑOL.

MONOGRAM.COM

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MODEL INFORMATION

MODEL NUMBERS

ZVWS361, ZVWS481

WRITE DOWN THE MODEL AND SERIAL NUMBERS

You'll find them on a label behind the filters

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

Please write these numbers here:

Model Number

Serial Number

CONSUMER SUPPORT

MONOGRAM WEBSITE

Have a question or need assistance with your appliance? Try the Monogram website 24 hours a day, any day of the year! You can also shop for more great Monogram products and take advantage of all our on-line support services designed for your convenience. In the US: **Monogram.com**.

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/register**.

SCHEDULE SERVICE

Expert Monogram repair service is only one step away from your door. To request service in the US, visit our website at **Monogram.com/contact**.

REMOTE CONNECTIVITY

For assistance with wireless network connectivity (for models with remote enable), visit our website at **Monogram.com/connect**

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/use-and-care/parts**

CONTACT US

If you are not satisfied with the service you receive from Monogram, contact us on our website with all the details including your phone number, or write to:

In the US: General Manager, Customer Relations | Monogram Appliances, Appliance Park | Louisville, KY 40225
Monogram.com/contact

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.

D. 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 Fire Safety Tips” published by NFPA.

⚠ WARNING

TO REDUCE THE RISK OF A RANGE TOP GREASE FIRE:

- A. Never leave surface units unattended at high or medium 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.

READ AND SAVE THESE INSTRUCTIONS

IMPORTANT SAFETY INFORMATION

READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

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 guideline 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** 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.

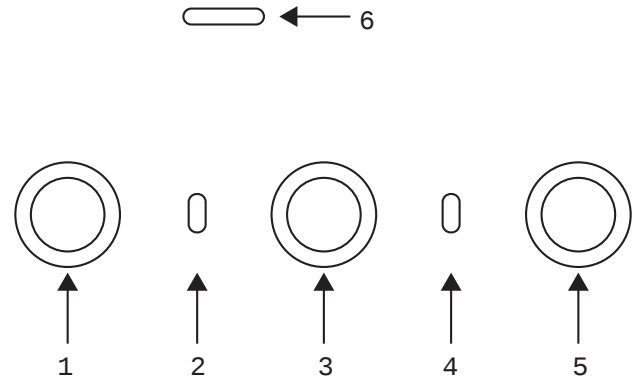
- Do not attempt to repair or replace any part of your hood unless it is specifically recommended in this manual. All other servicing should be referred to a qualified technician.

READ AND SAVE THESE INSTRUCTIONS

CONTROLS AND FEATURES

CONTROLS

1. **Power.** Turns fan on and off.
2. **Wi-Fi Indicator.**
3. **Fan.** Toggles through low, medium, high, and boost.
4. **Chef Connect Indicator.**
5. **Light.** Toggles through High, Medium, or Low.
6. **Indoor Air Quality (IAQ) LED Indicator.**
Changes color as indoor air quality changes. Unit must be commissioned to Wi-Fi for IAQ sensor to become operational.



DISCLAIMER

Limitations on Indoor Air Quality Monitoring: The hood is intended to be used only to provide a general awareness of changes of levels of certain components of indoor air quality near the hood rather than absolute measurements of any given component and/or measurement against any given standard. Variations in readings may occur due to any number of factors, including ventilation conditions, environmental influences, cooking activities, and sensor limitations. Any observations or readings provided by this product are for informational purposes only and may not be utilized as a substitute for or in the development of any professional advice, assessment, or diagnosis of any type.

WI-FI CONNECT

CONNECTING YOUR WI-FI ENABLED HOOD

Your hood is designed to provide you with two-way communication between your appliance and smart devices. By using the **SmarterHQ™** mobile app, you will be able to control hood operations such as fan speed, light intensity, and night light scheduling using your smartphone or tablet*.

For the best experience, prior to beginning:

- Download the **SmarterHQ™** app and sign in or create an account.

NOTE: New users must verify their email address to

complete the sign in process.

- Have your home Wi-Fi network password available.

To connect your range to Wi-Fi, touch and hold the **FAN** button for 3 seconds. The Wi-Fi indicator light will start flashing. Once your hood is connected, launch the **SmarterHQ™** app and tap on your hood to explore. Apply all software upgrades if prompted to ensure your hood has the latest features. If you have issues with the connection process, please call 800.220.6899 and ask for assistance with wireless connectivity.

* Compatible Apple or Android devices and home Wi-Fi network required.

CHEF CONNECT

CHEF CONNECT OPERATION BLUETOOTH® CONNECTION

To pair with another device:

Press and hold the **Light** button for 3 seconds. The indicator light will blink until the hood is paired with the range or other device. If the pairing is successful, the Bluetooth® indicator will turn on and become solid. It will time out after 2 minutes if the pairing is not completed, after which the pairing sequence will need to be restarted.

To cancel pairing:

Hold the **Light** button down for 3 seconds and the indicator light will stop blinking.

Changing the Default Sync Settings:

The factory Default Sync Settings for the light will be the brightest and the setting for the fan will be OFF. The user

can change the settings by pressing and holding the **Light** button for 10 seconds. This will enter the Default Settings Mode. Once in this mode, the backlights for all buttons will blink on/off indefinitely and the fan and light will switch to the current settings, so the user knows what the current default value is. At this time, set the light and fan to the desired default levels using the **Light** and **Fan** buttons. Once satisfied with the selection, press and hold the **Power** button for 10 seconds, which will exit this mode. At that time the backlights will stop blinking and the state of the fan and light will change back to their prior state before entering the Default Settings Mode.

CARE AND CLEANING

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.

CHARCOAL FILTERS (recirculation mode only available on 36" model)

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

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

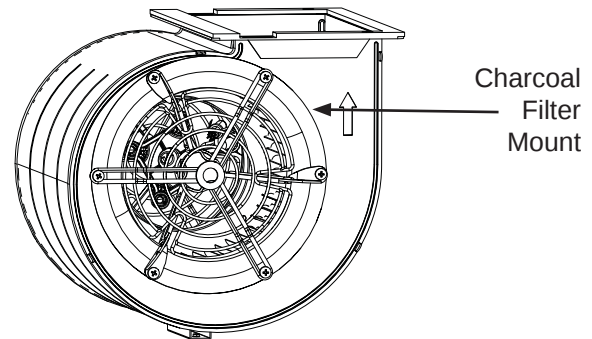
The charcoal filters are **NOT** included with the unit.

To reduce the risk of fire and shock, when used in recirculation mode, use only charcoal filter UXCF91.

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

The charcoal filters cannot be cleaned. They must be replaced.

This kit can be ordered from your Monogram Supplier.

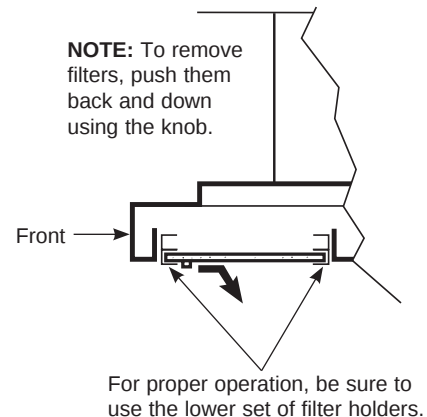


METAL GREASE FILTER

Clean the grease filter after 30 hours of "on" time. A signal light will alert you when 30 hours has passed.

Remove the grease filters and wash them either by hand or in the dishwasher using non-abrasive soap.

To clean, swish the filters in hot, soapy water or wash them in the dishwasher. Do not use abrasive cleansers.



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 BAR

To change the lighting bar, schedule a service appointment. See **Consumer Support** page in the front of

this manual for a list of websites and contact information.

TROUBLESHOOTING

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

Problem	Possible Causes	What To Do
Fan does not operate when the On/Off button is pushed	A fuse may be blown or a circuit breaker tripped.	Replace fuse or reset circuit breaker.
Fan keeps going off and on	The motor is probably overheating and turning itself off. This can be harmful to the motor.	Check to be sure the filter is clean. If off and on cycling continues, call for service. Visit Monogram.com for available makeup air solutions.
Fan does not operate when fan On/Off button is pressed or when + or – button is pressed	The blower connector is loose or not plugged into its mating connector.	Disconnect power to the unit. Lift the lower duct cover and look at the blower connector plug. If the blower connector plug is loose, plug it in securely. See the Installation Instructions for the plug location and how to plug in the connector.
Loud or abnormal airflow noise	Wrong size duct used in installation.	This hood requires 8" for ZVWS361 or 10" for ZVWS481 ducting and a maximum duct length of 150 equivalent feet to perform optimally. Using smaller duct pipe or longer equivalent lengths of duct pipe will cause improper venting. Monogram service technicians cannot correct this issue if installed improperly.
Fan fails to circulate air or moves air slower than normal and/or fan is making loud or abnormal airflow noise	Obstructions in duct work.	Make sure nothing is blocking the vent. Make sure your wall or roof cap has a blade or door.
	Damper blade on wall or roof cap may not be open.	Make sure damper swings freely. Damper blades may flip over and will not fully open when this happens. Adjust to original position.
	Metal grease filter and charcoal filter (if present) may be dirty.	Clean the metal grease filter and replace charcoal filter (if present). See Care and Cleaning.
	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.
The hood controls are not operating correctly	Control logic confused.	Disconnect power to the hood by resetting the circuit breaker. Wait 30 seconds to allow controls to reset.
IAQ sensor not working	Unit is not connected to cloud or calibrating.	Commission unit to router using app.
IAQ sensor changing when not cooking	Other sources of VOC and PM in kitchen (i.e. candles, wine).	Turn fan on if undesired smell in kitchen otherwise no action required.

MONOGRAM LIMITED WARRANTY

Monogram.com

All warranty service is provided by our Factory Service Centers, or an authorized Customer Care® technician. To schedule service online, visit us at monogram.com/contact. In Canada, visit monogram.ca.

Servicing your range hood may require the use of the onboard data port for diagnostics. This gives a Monogram Factory Service technician the ability to quickly diagnose any issues with your appliance and helps Monogram improve its products by providing Monogram with information on your appliance. If you do not want your appliance data to be sent to Monogram, please advise your technician NOT to submit the data to Monogram at the time of service.

For the period of	Monogram Appliances will replace
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.

What Monogram will not cover:

- 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 replaceable filters.
- Damage to the product caused by accident, fire, floods or acts of God.
- Damage caused after delivery.
- Failure of the product if it is used for other than its intended purpose or used commercially.
- Improper installation. If you have an installation problem, contact your dealer or installer. You are responsible for providing adequate electrical, gas, exhausting and other connecting facilities as described in the Installation Instructions provided with the product.
- 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.

This limited warranty is extended to the original purchaser and any succeeding owner for products purchased for home use within the USA. If the product is located in an area where service by a Monogram Appliances 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 Appliances Service location for service. In Alaska, the limited warranty excludes the cost of shipping or service calls to your home.

Some states do not allow the exclusion or limitation of incidental or consequential damages. This limited 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, consult your local or state consumer affairs office or your state's Attorney General.

Warrantor: GE Appliances, a Haier company, Louisville KY, 40225

Warrantor in Canada: MC Commercial, Burlington, ON, L7R 5B6

Staple your receipt here. Proof of the original purchase date is needed to obtain service under the warranty.

