

JENN-AIR® 30" AND 36" (76.2 CM AND 91.4 CM)
COMMERCIAL STYLE WALL-MOUNT
CANOPY RANGE HOOD

HOTTE DE CUISINIÈRE JENN-AIR® POUR
MONTAGE MURAL DE STYLE COMMERCIAL
30" ET 36" (76,2 CM ET 91,4 CM)

Installation Instructions and Use & Care Guide

For questions about features, operation/performance, parts, accessories, or service in the U.S.A., call:

1-800-JENNAIR (1-800-536-6247) or visit our website at www.jennair.com.

In Canada, call: **1-800-JENNAIR (1-800-536-6247)**, or visit our website at www.jennair.ca.

Instructions d'installation et Guide d'utilisation et d'entretien

Au Canada, pour assistance, installation ou service, composez le **1-800-JENNAIR (1-800-536-6247)** ou visitez notre site web à www.jennair.ca.

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IMPORTANT: READ AND SAVE THESE INSTRUCTIONS.

FOR RESIDENTIAL USE ONLY.

IMPORTANT : LIRE ET CONSERVER CES INSTRUCTIONS.

POUR UTILISATION RÉSIDENIELLE UNIQUEMENT.

JENN-AIR®

LI3V3B/W10274318B

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RANGE HOOD SAFETY

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING." These words mean:

⚠ DANGER

You can be killed or seriously injured if you don't immediately follow instructions.

⚠ WARNING

You can be killed or seriously injured if you don't follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

State of California Proposition 65 Warnings:

WARNING: This product contains one or more chemicals known to the State of California to cause cancer.

WARNING: This product contains one or more chemicals known to the State of California to cause birth defects or other reproductive harm.

IMPORTANT SAFETY INSTRUCTIONS

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

- Use this unit only in the manner intended by the manufacturer. If you have questions, contact the manufacturer.
- Before servicing or cleaning the 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.
- Installation work and electrical wiring must be done by qualified person(s) in accordance with all applicable codes and standards, including fire-rated construction.
- Do not operate any fan with a damaged cord or plug. Discard fan or return to an authorized service facility for examination and/or repair.
- Sufficient air is needed for proper combustion and exhausting of gases through the flue (chimney) of fuel burning equipment to prevent backdrafting. Follow the heating equipment manufacturer's guideline and safety standards such as those published by the National Fire Protection Association (NFPA), the American Society for Heating, Refrigeration and Air Conditioning Engineers (ASHRAE), and the local code authorities.
- When cutting or drilling into wall or ceiling, do not damage electrical wiring and other hidden utilities.
- Ducted fans must always be vented outdoors.

CAUTION: For general ventilating use only. Do not use to exhaust hazardous or explosive materials and vapors.

CAUTION: To reduce risk of fire and to properly exhaust air, be sure to duct air outside - do not vent exhaust air into spaces within walls or ceilings, attics or into crawl spaces, or garages.

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

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

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

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

^aBased on "Kitchen Fire Safety Tips" published by NFPA.

- **WARNING:** To reduce the risk of fire or electrical shock, do not use this fan with any solid-state speed control device.

READ AND SAVE THESE INSTRUCTIONS

INSTALLATION REQUIREMENTS

Tools and Parts

Gather the required tools and parts before starting installation. Read and follow the instructions provided with any tools listed here.

Tools needed

- Level
- Drill with 1¼" (3.0 cm), ¾" (4.8 mm), ⅛" (3.0 mm), and ⅝" (7.9 mm) drill bits
- Pencil
- Wire stripper or utility knife
- Tape measure or ruler
- Pliers
- Caulking gun and weatherproof caulking compound
- Vent clamps
- Jigsaw or keyhole saw
- Flat-blade screwdriver
- Metal snips
- Phillips screwdriver
- Metric hex key set

Parts needed

- Home power supply cable
- ½" (12.7 mm) UL listed or CSA approved strain relief
- 3 UL listed wire connectors
- 1 wall or roof cap
- Metal vent system

Parts supplied

Remove parts from packages. Check that all parts are included.

- Hood canopy assembly with ventilator and light bulbs installed
- 3¼" x 10" (8.3 x 25.4 cm) rectangular vent connector
- 2 metal grease filters for 30" (76.2 cm) model
- 3 metal grease filters for 36" (91.4 cm) model
- T20® Torx®† adapter
- 4 - 5 x 45 mm mounting screws
- 6 - 4.5 x 13 mm screws
- 3 - 4 x 8 mm screws
- 4 - 10 x 50 wall anchors

Location Requirements

IMPORTANT: Observe all governing codes and ordinances.

Have a qualified technician install the range hood. It is the installer's responsibility to comply with installation clearances specified on the model/serial/rating plate. The model/serial/rating plate is located behind the left filter on the rear wall of the vent hood.

Canopy hood location should be away from strong draft areas, such as windows, doors and strong heating vents.

Cabinet opening dimensions that are shown must be used. Given dimensions provide minimum clearance.

Grounded electrical outlet is required. See "Electrical Requirements" section.

The canopy hood is factory set for venting through the roof or wall.

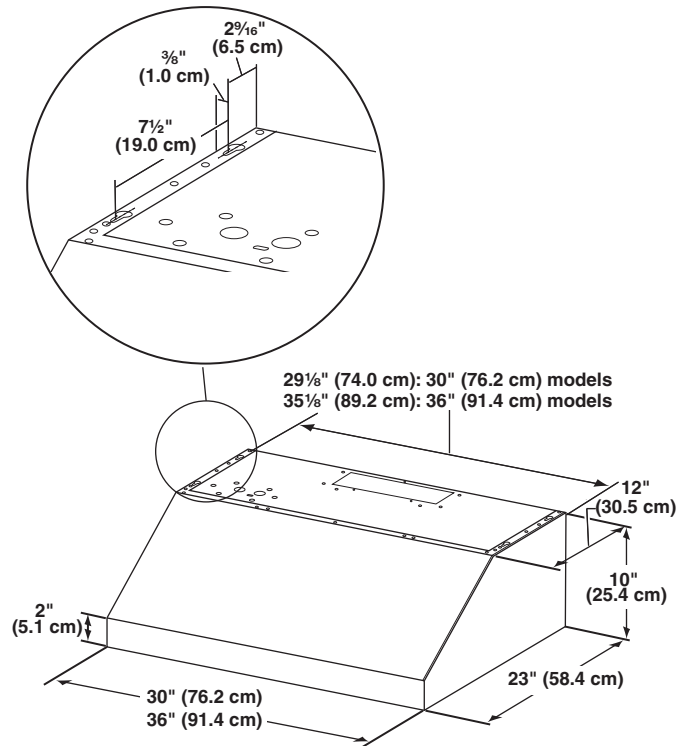
All openings in ceiling and wall where canopy hood will be installed must be sealed.

For Mobile Home Installations

The installation of this range hood must conform to the Manufactured Home Construction Safety Standards, Title 24 CFR, Part 328 (formerly the Federal Standard for Mobile Home Construction and Safety, Title 24, HUD, Part 280) or when such standard is not applicable, the standard for Manufactured Home Installation 1982 (Manufactured Home Sites, Communities and Setups) ANSI A225.1/NFPA 501A, or latest edition, or with local codes.

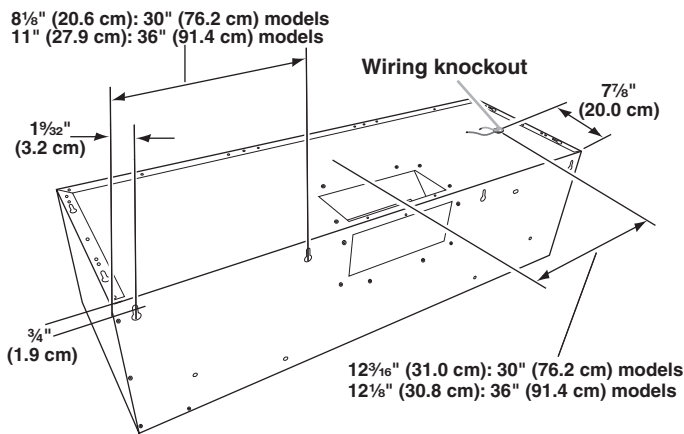
Product Dimensions

Front View

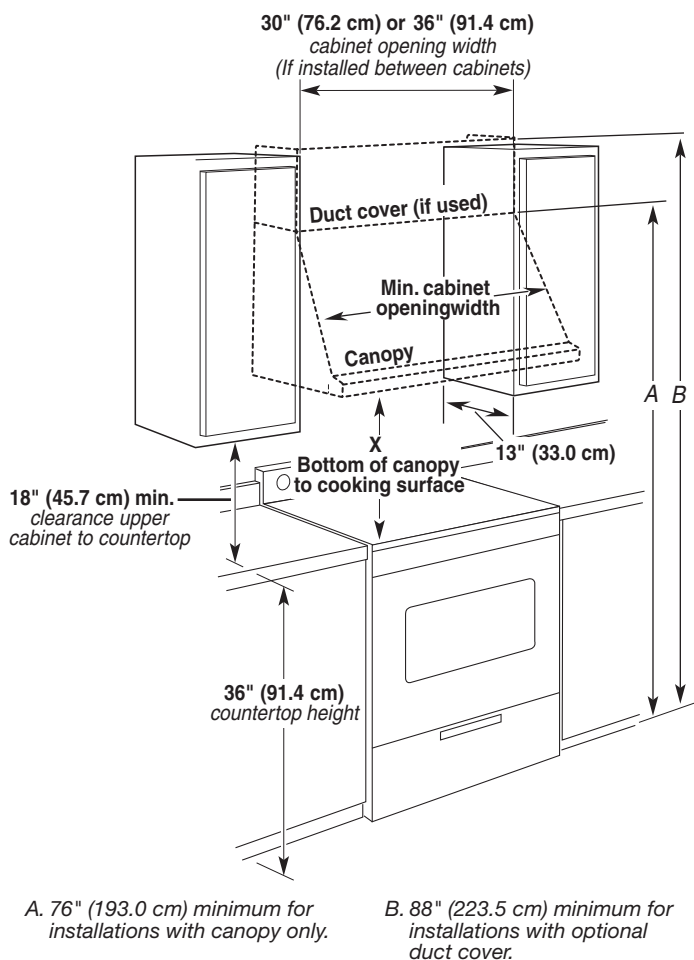


†®TORX and T20 are registered trademarks of Acument Intellectual Properties, LLC.

Back View



Cabinet Dimensions



IMPORTANT:

Minimum distance "X": 30" (76.2 cm)

Suggested maximum distance "X": 36" (91.4 cm)

Venting Requirements

- Vent system must terminate to the outdoors.
- Do not terminate the vent system in an attic or other enclosed area.
- Do not use a 4" (10.2 cm) laundry-type wall cap.
- Use metal vent only. Rigid metal vent is recommended.
- The length of vent system and number of elbows should be kept to a minimum to provide efficient performance.

For the most efficient and quiet operation:

- Use no more than three 90° elbows.
- Make sure there is a minimum of 24" (61.0 cm) of straight vent between the elbows if more than 1 elbow is used.
- Do not install 2 elbows together.
- Use clamps to seal all joints in the vent system.
- The vent system must have a damper. If roof or wall cap has a damper, do not use damper supplied with the range hood.
- Use caulking to seal exterior wall or roof opening around the cap.
- The size of the vent should be uniform.

Cold Weather Installations

An additional back draft damper should be installed to minimize backward cold air flow and a thermal break should be installed to minimize conduction of outside temperatures as part of the vent system. The damper should be on the cold air side of the thermal break.

The break should be as close as possible to where the vent system enters the heated portion of the house.

Makeup Air

Local building codes may require the use of makeup air systems when using ventilation systems greater than specified CFM of air movement. The specified CFM varies from locale to locale. Consult your HVAC professional for specific requirements in your area.

Venting Methods

This canopy hood is factory set for venting through the roof or wall.

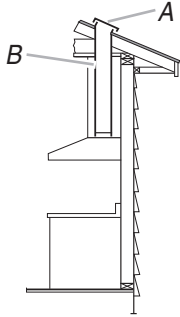
A 3 1/4" x 10" (8.3 x 25.4 cm) rectangular vent system is needed for installation (not included). The hood exhaust opening is 3 1/4" x 10" (8.3 x 25.4 cm). Vent system can terminate either through the roof or wall. To vent out of the top of the range hood and through a wall, a 90° elbow is needed. See "Install Range Hood" section for details for installing the damper.

NOTE: Flexible vent is not recommended. Flexible vent creates back pressure and air turbulence that greatly reduce performance.

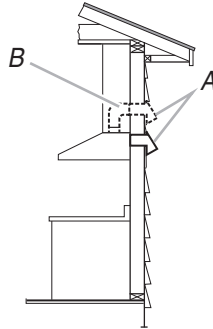
Rear discharge

This range hood can be vented directly out the back using the 3/4" x 10" (8.3 cm x 25.4 cm) rectangular damper (supplied) along with a 3/4" x 10" (8.3 cm x 25.4 cm) rectangular vent system (not supplied). See "Install Range Hood" section for details for installing the damper.

Roof Venting



Wall Venting (top or rear discharge)



A. Roof cap
B. 3/4" x 10" (8.3 x 25.4 cm) rectangular metal vent

A. Wall cap
B. 3/4" x 10" (8.3 x 25.4 cm) rectangular metal vent

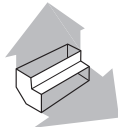
Calculating Vent System Length

To calculate the length of the system you need, add the equivalent feet (meters) for each vent piece used in the system.

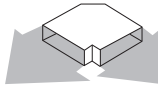
3/4" x 10" (8.3 cm x 25.4 cm) Vent System

Vent Piece

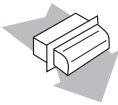
3/4" x 10" (8.3 cm x 25.4 cm) 90° elbow 5.0 ft (1.5 m)



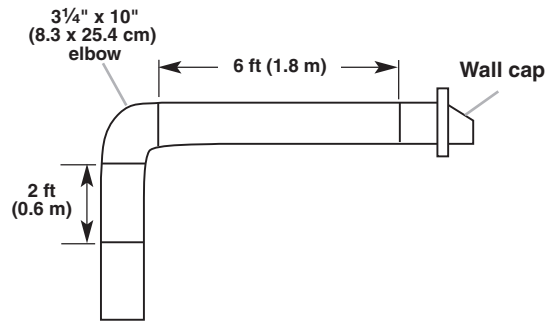
3/4" x 10" (8.3 cm x 25.4 cm) flat elbow 12.0 ft (3.7 m)



3/4" x 10" (8.3 cm x 25.4 cm) wall cap 0.0 ft (0.0 m)



Example vent system



Maximum Recommended Length = 35 ft (10.7 m)

1 - 90° elbow = 5.0 ft (1.5 m)

8 ft (2.4 m) straight = 8.0 ft (2.4 m)

1 - wall cap = 0.0 ft (0.0 m)

Length of 3/4" x 10" (8.3 cm x 25.4 cm) system = 13.0 ft (3.9 m)

Electrical Requirements

Observe all governing codes and ordinances.

Ensure that the electrical installation is adequate and in conformance with National Electrical Code, ANSI/NFPA 70 (latest edition), or CSA Standards C22.1-94, Canadian Electrical Code, Part 1 and C22.2 No. 0-M91 (latest edition) and all local codes and ordinances.

If codes permit and a separate ground wire is used, it is recommended that a qualified electrician determine that the ground path is adequate.

A copy of the above code standards can be obtained from:

National Fire Protection Association
1 Batterymarch Park
Quincy, MA 02169-7471
CSA International
8501 East Pleasant Valley Road
Cleveland, OH 44131-5575

- A 120 volt, 60 Hz., AC only, 15-amp, fused electrical circuit is required.
- If the house has aluminum wiring, follow the procedure below:
 1. Connect a section of solid copper wire to the pigtail leads.
 2. Connect the aluminum wiring to the added section of copper wire using special connectors and/or tools designed and UL listed for joining copper to aluminum.

Follow the electrical connector manufacturer's recommended procedure. Aluminum/copper connection must conform with local codes and industry accepted wiring practices.

- Wire sizes and connections must conform with the rating of the appliance as specified on the model/serial/rating plate. The model/serial/rating plate is located behind the left filter on the rear wall of the range hood.
- Wire sizes must conform to the requirements of the National Electrical Code, ANSI/NFPA 70 (latest edition), or CSA Standards C22. 1-94, Canadian Electrical Code, Part 1 and C22.2 No. 0-M91 (latest edition) and all local codes and ordinances.

INSTALLATION INSTRUCTIONS

Prepare Location

- It is recommended that the vent system be installed before hood is installed.
 - If you are installing an optional backsplash or full width duct cover, follow the instructions included with that product.
 - Before making cutouts, make sure there is proper clearance within the ceiling or wall for exhaust vent.
 - Check your ceiling height and the hood height maximum before you select your hood.
1. Disconnect power.
 2. Determine which venting method to use: roof, wall, or non-vented.
 3. Select a flat surface for assembling the range hood. Place covering over that surface.

⚠ WARNING

Excessive Weight Hazard

Use two or more people to move and install range hood.

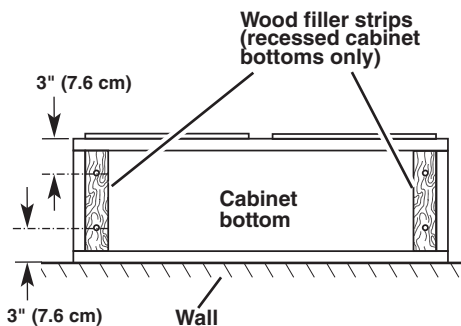
Failure to do so can result in back or other injury.

4. Using 2 or more people, lift range hood onto covered surface.

NOTE: This range hood can be mounted to the cabinets or to the wall.

For Cabinet Installations

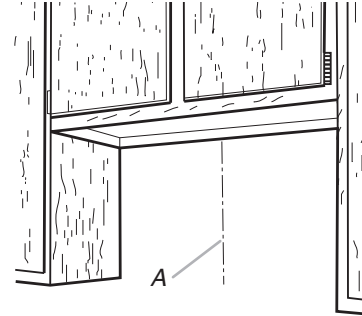
1. If cabinet has recessed bottom, add wood filler strips on each side. Install screws to attach filler strips in locations shown.



Determine Wiring Hole Location

Cut only one 1 1/4" (3.2 cm) diameter wiring access hole. See Step 2 for wiring hole location instructions.

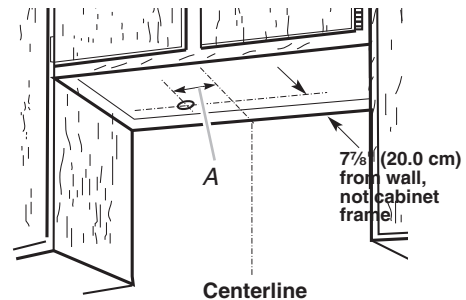
1. Determine and clearly mark a vertical centerline on the wall and cabinet in the area the vent opening will be made.



A. Centerline

2. To wire through top:

Mark a line distance "A" from the left of the centerline on the underside of the cabinet. Mark the point on this line that is 7 7/8" (20.0 cm) from back wall. Drill a 1 1/4" (3.2 cm) diameter hole through the cabinet at this point.



A. 12 3/16" (31.0 cm)

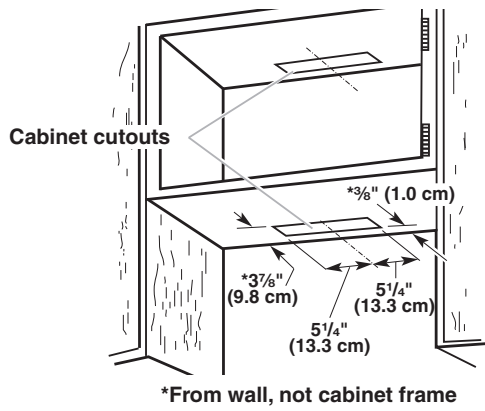
Cut Openings for 3 1/4" x 10" (8.3 cm x 25.4 cm) Rectangular Vent System

Roof Venting

To make a 3 1/2" x 10 1/2" (8.9 cm x 26.7 cm) rectangular cutout on the underside of cabinet top and bottom:

1. Mark lines 3/8" (1.0 cm) and 3 7/8" (9.8 cm) from the back wall on the centerline of the underside of cabinet.
2. Mark lines 5 1/4" (13.3 cm) to the right and left of the centerline on the underside of cabinet.
3. Use saber or keyhole saw to cut a rectangular opening for vent.

- Repeat steps 1-3 for the underside of the top of the cabinet.

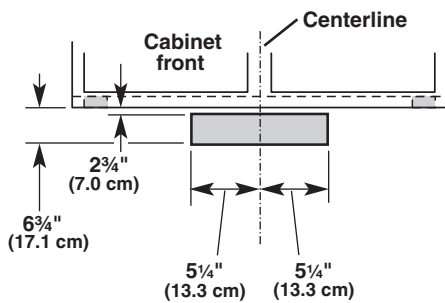


Wall Venting Under Cabinet

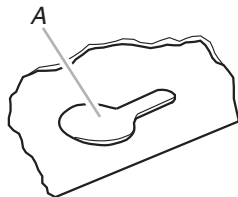
To make a $3\frac{1}{2}$ " x $10\frac{1}{2}$ " (8.9 cm x 26.7 cm) rectangle in the wall:

- Make 2 lines by measuring $\frac{3}{8}$ " (9.5 mm) and $3\frac{7}{8}$ " (9.8 cm) down from underside of cabinet and mark on the centerline on the back wall.
- Mark lines $5\frac{1}{4}$ " (13.3 cm) to the right and left of the centerline on the wall.

Use saber or keyhole saw to cut a rectangular opening in the wall for the vent.



- Lift the range hood up under cabinet and determine final location by centering beneath cabinet. Mark on the underside of cabinet the location of the 4 keyhole mounting slots on the range hood. Set range hood aside on a covered surface.



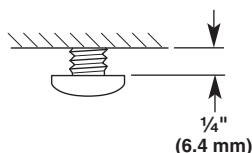
A. Keyhole slot

- Use $\frac{1}{8}$ " (3 mm) drill bit and drill 4 pilot holes as shown.



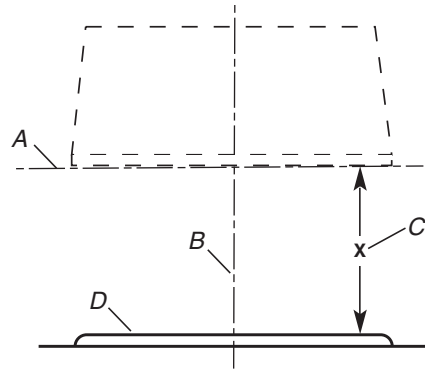
A. Drill pilot hole.

- Install the 4 - 4.5 x 13 mm mounting screws in pilot holes. Leave about $\frac{1}{4}$ " (6.4 mm) space between screw heads and cabinet to slide range hood into place.



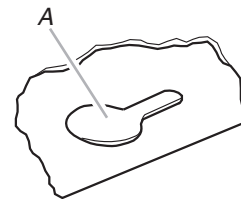
For Wall Installations:

- Determine and mark the centerline on the wall where the canopy hood will be installed.
- Select a mounting height between a minimum of 30" (76.2 cm) and a suggested maximum of 36" (91.4 cm) above the range to the bottom of the hood. Mark a reference line on the wall.
- Using 2 or more people, center the hood on the vertical centerline, then align the bottom of the hood with the horizontal reference line marked on the wall.



A. Horizontal reference line
B. Vertical centerline
C. Mounting height
D. Cooking surface

- Mark centers of the fastener locations to the wall. Set range hood aside on a covered surface.



A. Keyhole slot

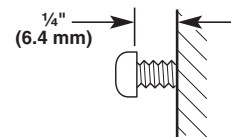
IMPORTANT: All screws must be installed into wood. If there is no wood to screw into, additional wall framing supports may be required.

- Drill $\frac{3}{16}$ " (4.8 mm) pilot holes at all locations where screws are being installed into wood.



A. Drill pilot hole.

- Install the 2 - 5 x 45 mm mounting screws. Leave a $\frac{1}{4}$ " (6.4 mm) gap between the wall and the back of the screw head to slide range hood into place.



- Determine and make all necessary cuts in the wall or ceiling for the vent system. Install the vent system before installing the hood. See "Venting Requirements" section.

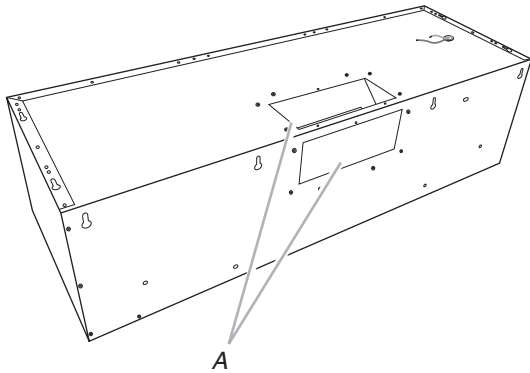
Complete Preparation

1. Determine the required height for the home power supply cable and drill a 1 1/4" (3.2 cm) hole at this location.
2. Run the home power supply cable according to the National Electrical Code or CSA Standards and local codes and ordinances. There must be enough 1/2" conduit and wires from the fused disconnect (or circuit breaker) box to make the connection in the hood's electrical terminal box.

NOTE: Do not reconnect power until installation is complete.
3. Remove terminal box cover and set aside.
4. Remove knockout from the top of the vent hood and install a UL listed or CSA approved 1/2" strain relief.

Install Range Hood

1. Remove the grease filters. See the "Range Hood Care" section.
2. Depending on your installation, remove either top or rear rectangular vent knockout. If using round vent, remove top rectangular knockout.

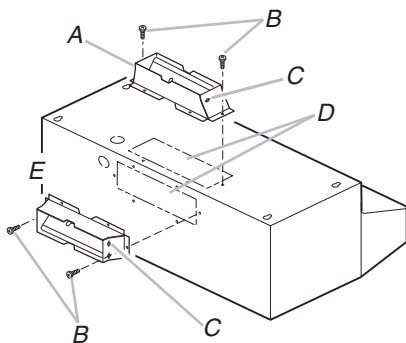


A. Vent knockouts

Make sure damper pivot is nearest to top/back edge of range hood.

3. Remove tape from damper flap.

NOTE: The 3 1/4" x 10" (8.3 x 25.4 cm) rectangular damper can be installed up to 1" (2.5 cm) on either side of the hood center to accommodate off center duct work.
4. Attach the 3 1/4" x 10" (8.3 x 25.4 cm) rectangular vent connector to the range hood using sheet metal screws.



A. Top venting
B. Sheet metal screws
C. Hinge pin
D. Vent knockouts
E. Rear venting

NOTE: If the wall cap is directly behind the 3 1/4" x 10" (8.3 x 25.4 cm) rectangular vent connector, check that the damper and the wall cap do not interfere with each other. Remove the damper from the 3 1/4" x 10" (8.3 x 25.4 cm) rectangular vent connector if they interfere.

5. Using 2 or more people, lift the hood into final position. Feed enough electrical wire through the 1/2" UL listed or CSA approved strain relief to make connections in the terminal box. Tighten the strain relief screws.
6. Position the range hood so that the large end of the keyhole slots are over the mounting screws. Then, push the hood toward the wall (for cabinet mounting) or allow the range hood to slide down to the marked mounting height (for wall mounting) so that the screws are in the neck of the slots. Tighten the mounting screws, making sure the screws are in the narrow neck of slots. (For wall mount, check that the hood is level).
7. Connect ventwork to hood. Seal joints with clamps to make secure and airtight.
8. Check that back draft dampers work properly.

Make Electrical Connection

⚠ WARNING



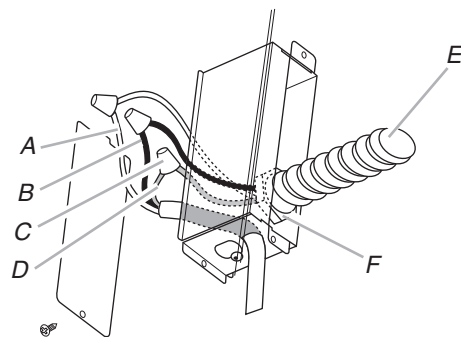
Electrical Shock Hazard

Disconnect power before servicing.

Replace all parts and panels before operating.

Failure to do so can result in death or electrical shock.

1. Disconnect power.




A. White wires
B. Black wires
C. UL listed wire connector
D. Green (or bare) and yellow-green ground wire
E. Home power supply cable
F. UL listed or CSA approved 1/2" strain relief

2. Use UL listed wire connectors and connect white wires (A) together.

- Use UL listed wire connectors and connect black wires (B) together.

⚠ WARNING



Electrical Shock Hazard

Electrically ground blower.

Connect ground wire to green and yellow ground wire in terminal box.

Failure to do so can result in death or electrical shock.

- Connect green (or bare) ground wire from home power supply to yellow-green ground wire (C) in terminal box using UL listed wire connectors.

- Install terminal box cover.
- Check that all light bulbs are secure in their sockets.
- Reconnect power.

Install Vent Covers (Optional)

If you are installing an optional full width duct cover, follow the instructions included with that product.

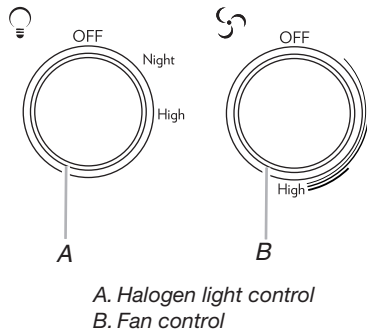
Complete Installation

- Install metal grease filters. See the “Range Hood Care” section.
 - Check the operation of the range hood blower and light. See the “Range Hood Use” section.
- NOTE:** To get the most efficient use from your new range hood, read the “Range Hood Use” section.

RANGE HOOD USE

The range hood is designed to remove smoke, cooking vapors and odors from the cooktop area. For best results, start the hood before cooking and allow it to operate several minutes after the cooking is complete to clear all smoke and odors from the kitchen.

The hood controls are located on the right-hand underside of the range hood.



Range Hood Controls

Operating the lights

- Turn the light switch to the Night position to use the range hood lights as a night light.
- Turn the light switch to the High position to turn the range hood lights On.
- Turn the light switch to the Off position to turn the range hood lights Off.

Operating the blower

- Turn the blower switch to the first position to turn the range hood on Low.
- Turn the blower switch to the second position to turn the range hood on Medium.
- Turn the blower switch to the third position to turn the range hood on Medium - High.
- Turn the blower switch to the High position to turn the range hood on High.
- Turn the blower switch to the Off position to turn the range hood blower Off.

RANGE HOOD CARE

Cleaning

IMPORTANT: Clean the hood and grease filters frequently according to the following instructions. Replace grease filters before operating hood.

Exterior Surfaces:

To avoid damage to the exterior surface, do not use steel wool or soap-filled scouring pads.

Always wipe dry to avoid water marks.

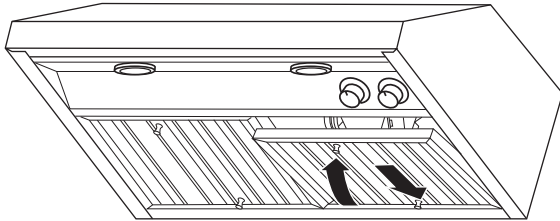
Cleaning Method:

- Liquid detergent soap and water, or all-purpose cleanser
- Wipe with damp soft cloth or nonabrasive sponge, then rinse with clean water and wipe dry.

Metal Grease Filter

To Remove Metal Grease Filters:

1. Use 2 hands to remove the metal grease filters. Grasp filter handles, push toward the rear of the range hood and pull down on the front handle to remove.



2. Repeat for each grease filter.
3. Wash metal grease filters as needed in a dishwasher or hand wash in a hot detergent solution to clean.

To Reinstall Metal Grease Filters:

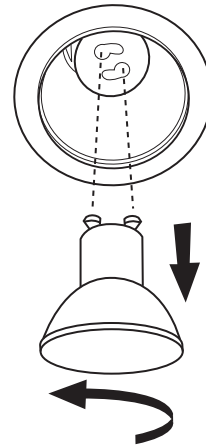
1. Grasp filter handles and place rear of filter into rear track.
2. Push down on the rear handle and set the front of the grease filter into the front track to secure.
3. Repeat for each filter.

Replacing a Halogen Lamp

Turn off the range hood and allow the halogen lamp to cool. To avoid damage or decreasing the life of the new bulb, do not touch bulb with bare fingers. Replace bulb, using tissue or wearing cotton gloves to handle bulb.

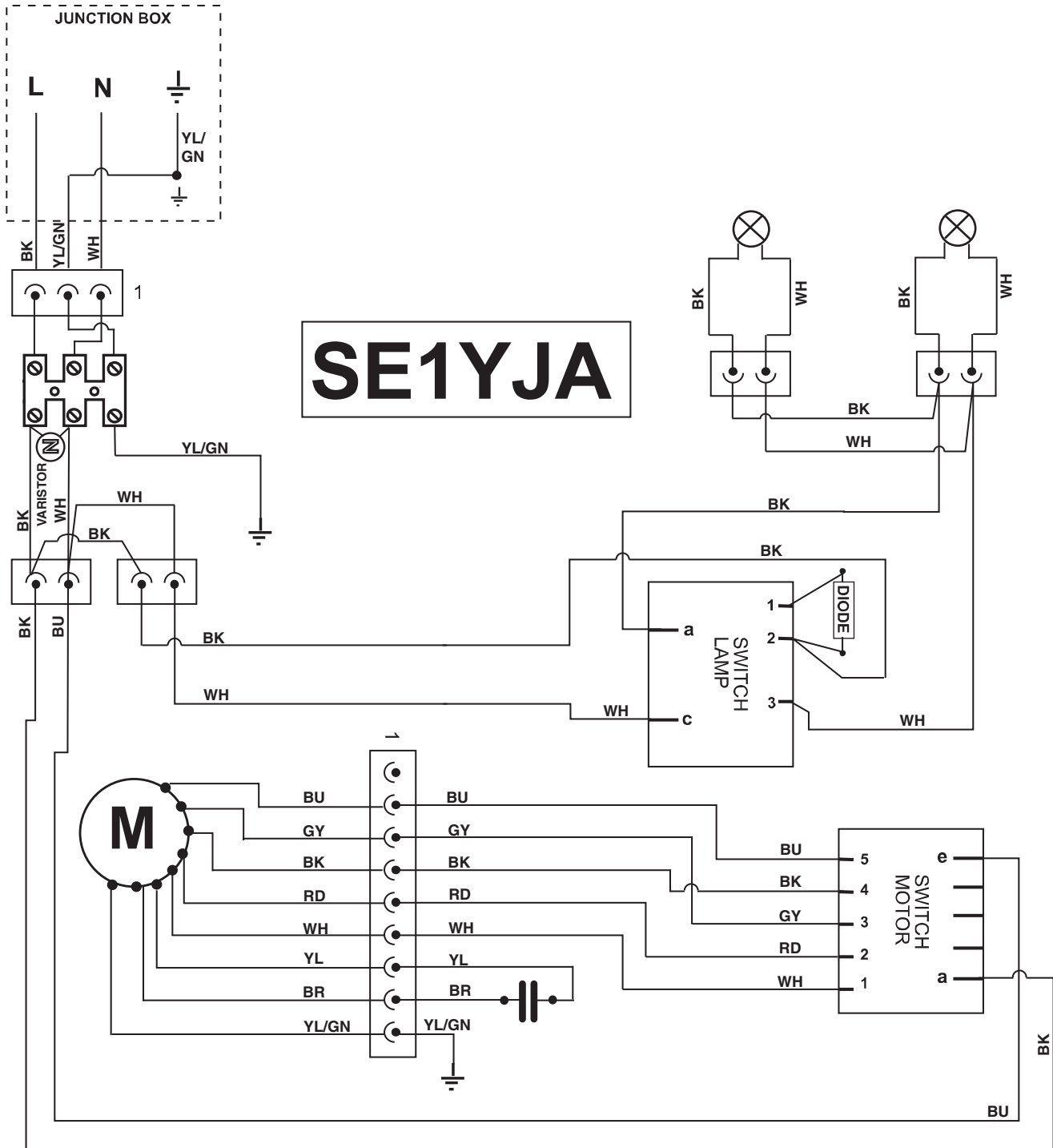
If new lamps do not operate, make sure the lamps are inserted correctly before calling service.

1. Disconnect power.
2. Push up on the lens and turn it counterclockwise.



3. Remove the bulb and replace it with a 120-volt, 50-watt maximum halogen bulb with a GU10 base. Turn it clockwise to lock it into place.
4. Repeat steps 2-3 for the other bulb if needed.
5. Reconnect power.

WIRING DIAGRAM



ASSISTANCE OR SERVICE

If you need service

Please refer to the warranty page in this manual.

If you need replacement parts

If you need to order replacement parts, we recommend that you use only factory specified parts. Factory specified parts will fit right and work right because they are made with the same precision used to build every new appliance.

To locate factory specified replacement parts in your area, call the following customer assistance telephone number or your nearest designated service center.

In the U.S.A.

Call Jenn-Air Customer eXperience Center toll free: **1-800-JENNAIR (1-800-536-6247)** or visit our website at **www.jennair.com**.

Our consultants provide assistance with:

- Scheduling of service. Jenn-Air® appliances designated service technicians are trained to fulfill the product warranty and provide after-warranty service anywhere in the United States.
- Features and specifications on our full line of appliances.
- Referrals to local Jenn-Air® appliance dealers.
- Installation information.
- Use and maintenance procedures.
- Accessory and repair parts sales.
- Specialized customer assistance (Spanish speaking, hearing impaired, limited vision, etc.).

For further assistance

If you need further assistance, you can write to Jenn-Air® Appliances with any questions or concerns at:

Jenn-Air Brand Home Appliances
Customer eXperience Center
553 Benson Road
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

In Canada

Call the Whirlpool Canada LP Customer eXperience Centre toll free at **1-800-JENNAIR (1-800-536-6247)** or visit our website at **www.jennair.ca**.

Our consultants provide assistance with:

- Scheduling of service. Jenn-Air® appliances designated service technicians are trained to fulfill the product warranty and provide after-warranty service anywhere in Canada.
- Features and specifications on our full line of appliances.
- Referrals to local Jenn-Air® appliance dealers.
- Installation information.
- Use and maintenance procedures.
- Accessory and repair parts sales.

For further assistance

If you need further assistance, you can write to Jenn-Air® Appliances with any questions or concerns at:

Jenn-Air Brand Home Appliances
Customer eXperience Centre
200 - 6750 Century Ave.
Mississauga, Ontario L5N 0B7

Please include a daytime phone number in your correspondence.

Accessories

Backsplash with Shelves

Order part number W10285447 for 30" (76.2 cm) model
Order part number W10285448 for 36" (91.4 cm) model

Backsplash without Shelves

Order part number 8285148 for 30" (76.2 cm) model
Order part number 8284756 for 36" (91.4 cm) model

Full Width Chimney Cover

Order part number W10272079 for 30" (76.2 cm) model
Order part number W10272080 for 36" (91.4 cm) model

JENN-AIR® MAJOR APPLIANCE LIMITED WARRANTY

ATTACH YOUR RECEIPT HERE. PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.

Please have the following information available when you call the Customer eXperience Center:

- Name, address and telephone number
- Model number and serial number
- A clear, detailed description of the problem
- Proof of purchase including dealer or retailer name and address

IF YOU NEED SERVICE:

1. Before contacting us to arrange service, please determine whether your product requires repair. Some questions can be addressed without service. Please take a few minutes to review the Troubleshooting or Problem Solver section of the Use and Care Guide, scan the QR code on the right to access additional resources, or visit <https://jennair.custhelp.com>.
2. All warranty service is provided exclusively by our authorized Jenn-Air Service Providers. In the U.S. and Canada, direct all requests for warranty service to:

Jenn-Air Customer eXperience Center
1-800-JENNAIR (1-800-536-6247)



<https://jennair.custhelp.com>

If outside the 50 United States or Canada, contact your authorized Jenn-Air dealer to determine whether another warranty applies.

TWO YEAR LIMITED WARRANTY

WHAT IS COVERED

For two years from the date of purchase, when this major appliance is installed, operated and maintained according to instructions attached to or furnished with the product, Jenn-Air brand of Whirlpool Corporation or Whirlpool Canada LP (hereafter "Jenn-Air") will pay for Factory Specified Replacement Parts and repair labor to correct defects in materials or workmanship that existed when this major appliance was purchased, or at its sole discretion replace the product. In the event of product replacement, your appliance will be warranted for the remaining term of the original unit's warranty period.

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. Service must be provided by a Jenn-Air designated service company. This limited warranty is valid only in the United States or Canada and applies only when the major appliance is used in the country in which it was purchased. This limited warranty is effective from the date of original consumer purchase. Proof of original purchase date is required to obtain service under this limited warranty.

WHAT IS NOT COVERED

1. Commercial, non-residential, multiple-family use, or use inconsistent with published user, operator or installation instructions.
2. In-home instruction on how to use your product.
3. Service to correct improper product maintenance or installation, installation not in accordance with electrical or plumbing codes or correction of household electrical or plumbing (i.e. house wiring, fuses or water inlet hoses).
4. Consumable parts (i.e. light bulbs, batteries, air or water filters, preservation solutions, etc.).
5. Defects or damage caused by the use of non-genuine Jenn-Air parts or accessories.
6. Conversion of products from natural gas or L.P. gas.
7. Damage from accident, misuse, abuse, fire, floods, acts of God or use with products not approved by Jenn-Air.
8. Repairs to parts or systems to correct product damage or defects caused by unauthorized service, alteration or modification of the appliance.
9. Cosmetic damage including scratches, dents, chips, and other damage to the appliance finishes unless such damage results from defects in materials and workmanship and is reported to Jenn-Air within 30 days.
10. Discoloration, rust or oxidation of surfaces resulting from caustic or corrosive environments including but not limited to high salt concentrations, high moisture or humidity or exposure to chemicals.
11. Food or medicine loss due to product failure.
12. Pick-up or delivery. This product is intended for in-home repair.
13. Travel or transportation expenses for service in remote locations where an authorized Jenn-Air servicer is not available.
14. Removal or reinstallation of inaccessible appliances or built-in fixtures (i.e. trim, decorative panels, flooring, cabinetry, islands, countertops, drywall, etc.) that interfere with servicing, removal or replacement of the product.
15. Service or parts for appliances with original model/serial numbers removed, altered or not easily determined.

The cost of repair or replacement under these excluded circumstances shall be borne by the customer.

DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

DISCLAIMER OF REPRESENTATIONS OUTSIDE OF WARRANTY

Jenn-Air makes no representations about the quality, durability, or need for service or repair of this major appliance other than the representations contained in this warranty. If you want a longer or more comprehensive warranty than the limited warranty that comes with this major appliance, you should ask Jenn-Air or your retailer about buying an extended warranty.

LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. JENN-AIR SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.