

FISHER & PAYKEL

WALL RANGE HOOD

CONTEMPORARY

HC24DCXB4, HC30DCXB4 & HC36DCXB4 models

USER GUIDE

US CA

CONTENTS

Safety and warnings	4
Cooking considerations	7
First use	8
Wi-Fi connection	9
Light settings	10
Care and cleaning	11
Parts and accessories	13
Troubleshooting	14
Limited Warranty	15

Registration

To register your product visit our website: fisherpaykel.com/register

⚠ WARNING!



Electric Shock Hazard

Failure to follow this advice may result in electrical shock or death.

- Always disconnect the appliance from the mains power supply before carrying out any maintenance or repairs. Failure to do so can result in death, electric shock, fire or injury to persons.
- Do not immerse cord or plugs in water or other liquid.

⚠ WARNING!



Weight Hazard

Failure to follow this advice may result in personal injury.

- The appliance is heavy. Please ensure adequate care is taken when installing the appliance to prevent personal injury. The appliance must be installed onto a solid wall, stud, beam or truss.
- **Product weight:** range from 14lbs - 57lbs (6.4kg - 26kg), refer to your installation guide for exact model weights.

⚠ WARNING!



Cut Hazard

Failure to use caution could result in injury.

- Take care: some edges are sharp.
- Wear gloves to protect against sharp edges.

READ AND SAVE THIS GUIDE

SAFETY AND WARNINGS

WARNING!

When using this appliance always exercise basic safety precautions including the following:

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 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.
- 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 cutting or drilling into wall or ceiling, do not damage electrical wiring and other hidden utilities.
- Ducted fans must always be vented to the outdoors.
- **WARNING:** To reduce the risk of fire, use only metal duct work
- To reduce the risk of fire or electric shock, do not use this fan with any solid-state speed control device.
- Do not use replacement parts that have not been recommended by the manufacturer (e.g. parts made at home using a 3D printer).

General

- **CAUTION:** For general ventilating use only. Do not use to exhaust hazardous or explosive materials and vapors.
- **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 or when flambéing food (ie 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:
 - 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.

* Based on "Kitchen Firesafety Tips" published by NFPA.

SAFETY AND WARNINGS

Installation

- This product is not intended for connection to a rigid metal conduit.
- The appliance must be able to be disconnected from mains supply after installation. This may be done with a wiring switch in accordance with the wiring rules.
- **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal-cutout, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- Ensure that any applicable regulations concerning the discharge of exhaust air are adhered to.
- Consult a qualified electrician if the grounding instructions are not completely understood, or if doubt exists as to whether the appliance is properly grounded.
- Exhaust air must not be discharged into an existing flue that is used for exhausting fumes from appliances burning gas or other fuels.
- **WARNING:** Failure to install the screws or fixing device in accordance with these instructions may result in electrical hazards.
- Ensure the glass perimeter plate can open freely without obstruction at all times.

Maintenance

- Unplug or disconnect the appliance from the power supply before servicing or cleaning.
- There is a risk of fire if cleaning is not carried out in accordance with the instructions in your user guide.

COOKING CONSIDERATIONS

Induction

Induction cooktops use energy-efficient technology that only heats the contents of a cooking pot, not the surrounding air. As a result, there is more likelihood of condensation on range hood filters, splashbacks and surrounding cabinetry than when you use traditional electric or gas cooktops.

Other factors that influence condensation are room temperature, humidity, natural ventilation of the room, size of the cookware and how the induction cooktop is being used. For example, rapid boiling increases the likelihood of condensation. It is important to understand that neither the range hood nor the induction cooktop are faulty.

Reducing condensation

- When boiling, use the range hood on a lower speed setting and the induction cooktop on a lower heat setting.
- Switch the range hood on 5 minutes before cooking and let it run for at least 5 minutes after cooking.

Gas

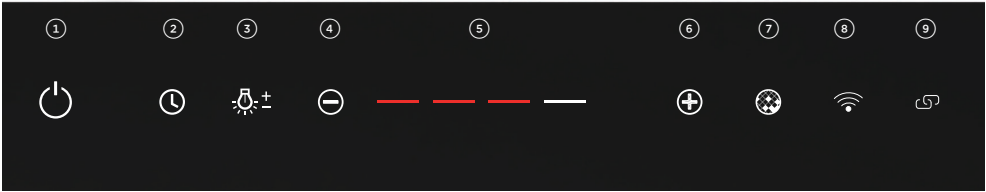
Range hood surfaces may become hot if using a powerful gas cooktop or multiple gas burners operating at the same time. This effect can be reduced by using the maximum speed setting to enable hot air to be extracted quickly.

Optimising performance

- Turn your range hood on for a few minutes before cooking. This will establish air currents up through the range hood, remove hot air from your kitchen and keep the range hood surface cool.
- Reduce fan speed for normal use and increase it for high heat, strong odours or fumes.

FIRST USE

Control panel



① Power	Press to turn the range hood on/off. The fan turns on at lowest speed and lights turn on to the last used level. Fan turns off after 4 hours with no interaction.
② Timer	Press to turn the timer on. The fan operates for 5 minutes at the current speed and 2 minutes at each descending speed before turning off.
③ Lights	Press to turn lights on/off or change settings. Refer to 'Light settings'.
④ Reduce fan speed	Press to reduce fan speed.
⑤ Fan speed indicator	Illuminates to indicate fan speed.
⑥ Increase fan speed	Press to increase fan speed.
⑦ Filter cleaning mode	Illuminates to indicate filters require cleaning. Press once to reset.
⑧ Wi-Fi	Press to start Wi-Fi connection process.
⑨ Link mode	Press to start linking to a compatible cooktop, then follow instructions on the cooktop to connect. Range hood will turn on/off automatically while cooking.

WI-FI CONNECTION

Your appliance may be connected to your home wireless network and operated remotely using the app.

Getting started

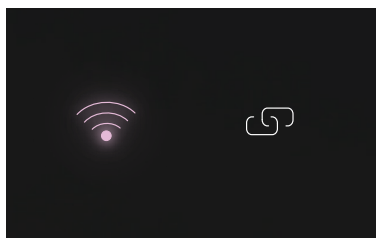
- Ensure your home Wi-Fi network is turned on.
- You will be given step by step guidance on your mobile device.
- It may take up to 10 minutes to connect your appliance.
- For further guidance and troubleshooting, please refer to the app.

On your mobile device:

- ① Download the app from www.fisherpaykel.com/connect
- ② Register and create an account.
- ③ Add your appliance and set up the Wi-Fi connection.

Connecting to your home Wi-Fi

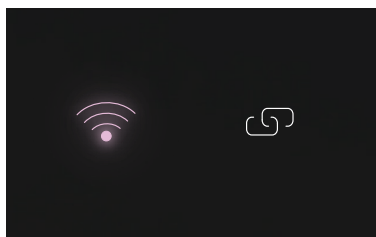
①



Press Wi-Fi button. It will start to flash.
Follow the instructions in the app to complete the connection within 15 minutes.

Disconnecting from your home Wi-Fi

②

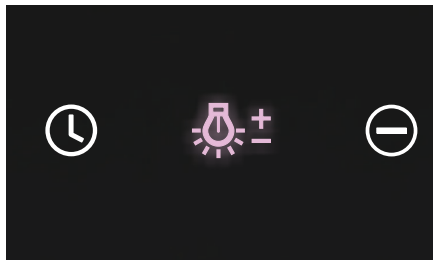


Press and hold Wi-Fi button for 5 seconds until it flashes, or open the app and remove range hood.
Connection will time out after 15 minutes.

LIGHT SETTINGS

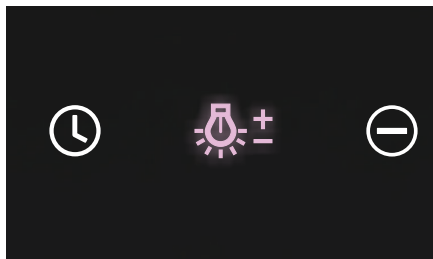
Lights can be adjusted for brightness or colour temperature. They will turn off after 12 hours with no interaction.

Adjusting brightness level



With range hood ON, press and hold Lights button to adjust brightness level. You can also adjust brightness via the app.

Changing colour temperature



With range hood OFF, press and hold Lights button until adjacent buttons flash red for WARM or white for COLD.

Press again to switch between options. To confirm, press and hold until flashing stops.

You can also change colour temperature via the app.

CARE AND CLEANING

Disconnect the product from the power source before undertaking any cleaning. Clean your range hood regularly using a mild, liquid detergent and a clean soft cloth to avoid a build-up of grease. Avoid the use of corrosive chemicals, abrasive cleaning products, hard brushes and steel wool pads. In areas of high humidity or coastal environments, cleaning should be carried out more frequently.

Do not operate the hood without filters in place.

Aluminum filters

- Clean the filters at least once a month. Filters may need to be cleaned more frequently depending on the cooking methods used and frequency of use.
- Aluminum filters should be removed and cleaned with hot soapy water or in a dishwasher.
- If washed in a dishwasher, the filter should be placed in an upright position to prevent food from falling on them.
- After rinsing and drying, refit the filters.

Removing the aluminum filters



Pull the catch and tilt the filter downwards until vertical, then lift the filter up to disengage it from the supports.

Replacing the aluminum filters



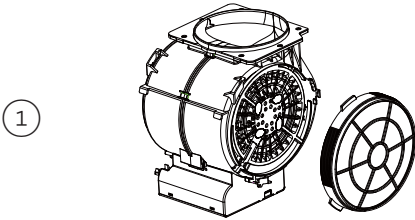
Hook the vertical filter onto the slots at the rear of the cooker hood. Lift the filter up until the clips fully engage.

CARE AND CLEANING

Carbon filters*

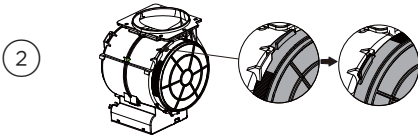
Carbon filters are for use in recirculating mode. They are disposable and must be replaced at least every three months to ensure the performance of the range hood. In the event of a fire, grease-laden filters could be flammable.

Removing the carbon filters



Remove the aluminum filters from the range hood before removing the carbon filters.

Replacing the carbon filters



Place a new carbon filter on each side of the motor inlet and turn until they clip into place. Refit aluminum filters.

Replacing LED lights

- Please contact your Fisher & Paykel trained and supported service technician. Refer to fisherpaykel.com for contact details.

*Models may vary.

PARTS AND ACCESSORIES

ITEM	REFERENCE NUMBER
LED Strip 24" & 30"	793708
LED Strip 36"	793709
Filter with Stainless Steel cover and anti drop hooks	793707
Carbon filter x 2	793602
T-shaped Recirculation Diverter	792580
Chimney Extension HC24 & HC36	792492
Chimney Extension HC30	791774

TROUBLESHOOTING

If there is a problem with your range hood, please check the following points before contacting your local Fisher & Paykel trained and supported service technician or the Customer Care Centre.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Airflow is lower than expected	The ducting is blocked.	Check the ducting and external vent for kinks or blockages.
	Incorrect ducting used.	Check that the correct ducting has been used as per the installation guide.
	Ducting route is very long.	Check the ducting route is as short as possible.
Range hood is loud	Incorrect ducting used in installation.	Check ducting is installed as per the installation guide.
	Ducting installed incorrectly.	Check ducting is installed as per installation guide, with no loose sections, kinks or vibrations.
Wi-Fi button is flashing white	Range hood is trying to reconnect to the Wi-Fi network.	Check your Wi-Fi router.
	Range hood is still connected to old Wi-Fi network.	Press and hold Wi-Fi button until it flashes red. Open SmartHQ App and follow instructions on screen.
App not working to control range hood	You are not connected to the internet.	Check your Wi-Fi router.
Link button flashing white	Range hood is trying to reconnect to the cooktop.	Check your cooktop.
Excessive condensation forms on the range hood	Using an induction cooktop.	Condensation can be minimised. Refer to 'Cooking considerations'.
	High ambient temperature, humidity or low natural ventilation in the room.	
	Height of range hood installation.	

LIMITED WARRANTY

When you purchase any new Fisher & Paykel ventilation hood for personal or consumer use you automatically receive a two year limited warranty covering parts and labor for servicing within the 48 mainland United States, Hawaii, Washington DC and Canada. In Alaska the limited warranty is the same except that you must pay to ship the product to the service shop or the service technician's travel to your home. Products for use in Canada must be purchased through the Canadian distribution channel to ensure regulatory compliance.

If the product is installed in a motor vehicle, boat or similar mobile facility, you receive the same two year limited warranty, but you must bring the vehicle, boat or mobile facility containing the product to the service shop at your expense or pay the service technician's travel to the location of the product.

There is no warranty for commercial purchase or use.

Fisher & Paykel undertakes to:

Repair without cost, with limited exceptions described herein, to the owner either for material or labor any part of the product, the serial number of which appears on the product, which is found to be defective. In Alaska, you must pay to ship the product to the service shop or for the service technician's travel to your home. If the product is installed in a motor vehicle, boat or similar mobile facility, you must bring it to the service shop at your expense or pay for the service technician's travel to the location of the product. If we are unable to repair a defective part of the product after a reasonable number of attempts, at our option we may replace the part or the product, or we may provide you a full refund of the purchase price of the product (not including installation or other charges).

This warranty extends to the original purchaser and any succeeding owner of the product during the term of the warranty for products purchased for ordinary single-family home use.

All service under this limited warranty shall be provided by Fisher & Paykel or its Authorized Service Agent during normal business hours.

How long does this limited warranty last?

Our liability under this limited warranty expires TWO YEARS from the date of purchase of the product by the first consumer.

Our liability under any implied warranties, including the implied warranty of merchantability (an unwritten warranty that the product is fit for ordinary use) expires TWO YEARS (or such longer period as required by applicable law) from the date of purchase of the product by the first consumer. Some States do not allow limitations on how long an implied warranty lasts, so this limit on implied warranties may not apply to you. Fisher & Paykel will honor any warranty required by the law of the particular country or state in which the product is sold.

LIMITED WARRANTY

This limited warranty does not cover:

- Ⓐ Service calls that are not related to any defect in the product. The cost of a service call will be charged if the problem is not found to be a defect of the product. For example:
 - ① Correcting faulty installation of the product.
 - ② Instructing you how to use the product.
 - ③ Replacing house fuses, resetting circuit breakers, correcting house wiring or plumbing, or replacing light bulbs.
 - ④ Correcting fault(s) caused by the user.
 - ⑤ Changing the set-up of the product.
 - ⑥ Unauthorized modifications of the product.
 - ⑦ Noise or vibration that is considered normal, for example, fan sounds/noises or user warning beeps.
 - ⑧ Correcting damage caused by pests, for example, rats, cockroaches, etc
 - ⑨ Replacement light bulbs.
- Ⓑ Defects caused by factors other than:
 - ① Normal domestic use; or
 - ② Use in accordance with the product's user guide.
- Ⓒ Defects to the product caused by accident, neglect, misuse, fire, flood or 'act of God'.
- Ⓓ The cost of repairs carried out by non-authorized repairers or the cost of correcting such unauthorized repairs.
- Ⓔ Travel fees and associated charges incurred when the product is installed in a location with limited or restricted access (eg airplane flights, ferry charges, isolated geographic areas).
- Ⓕ Normal recommended maintenance as set out in the product's user guide.
- Ⓖ Filter replacement except in the case of faulty parts or materials within the filter cartridge.
- Ⓗ Damage (including water damage) caused by faulty installation, plumbing or wiring.

This product has been designed for use in a normal domestic (residential) environment. This product is not designed for commercial use (whatsoever). Any commercial use by a customer will terminate this product's limited warranty.

If you have an installation problem contact your dealer or installer. You are responsible for providing adequate electrical, exhausting and other connection facilities.

Fisher & Paykel will not be responsible for consequential or incidental damages (including, without limitation, the cost of repairing or replacing other property damaged if the product is defective or any of your expenses caused if the product is defective). 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.

LIMITED WARRANTY

How to get service

Please read your user guide. If you then have any questions about operating the product, need the name of your local Fisher & Paykel Authorized Service Agent, or believe the product is defective and wish service under this limited warranty, please contact your dealer or call us at:

USA and Canada

TOLL FREE **1.888.9.FNP.USA (1.888.936.7872)**

or use the link at: **www.fisherpaykel.com/locator/servicer/**

You may be required to provide reasonable proof of the date of purchase of the product before the product will be serviced under this limited warranty.

No other warranties

This limited warranty is the complete and exclusive agreement between you and Fisher & Paykel regarding any defect in the product and no other express warranty has been made or will be made on behalf of Fisher & Paykel. None of our employees (or our Authorized Service Agents) are authorized to make any addition or modification to this limited warranty.

Warrantor: Fisher & Paykel Appliances, Inc.

If you need further help concerning this limited warranty, or need to make a claim under this warranty, please call us at the above number, or write to:

Fisher & Paykel Appliances, Inc.
695 Town Center Drive, Suite 180
Costa Mesa
CA 92626

This limited warranty gives you specific legal rights, and you may also have other rights which vary from country to country and from state to state.

Complete and keep for safe reference:

Model	_____
Serial No.	_____
Purchase Date	_____
Purchaser	_____
Dealer	_____
Suburb	_____
Town	_____
Country	_____

FISHERPAYKEL.COM

© Fisher & Paykel Appliances 2024. All rights reserved.

The models shown in this guide may not be available in all markets
and are subject to change at any time.

The product specifications in this guide apply to the specific products and
models described at the date of issue. Under our policy of continuous product
improvement, these specifications may change at any time.

For current details about model and specification availability in your country,
please go to our website or contact your local Fisher & Paykel dealer.

106085B 02.24