

OWNER'S MANUAL

Stainless Steel Professional
Range Hood

ELEVATE EVERYTHING

MONOGRAM

Contents

Consumer Information	2	Baffle grease filters and drip trays	7
Safety Information	3	Stainless steel surfaces	8
Controls and Features		Light bulbs	8
Controls	5	Warming lamps	8
Implement holders	5	Troubleshooting Tips	9
Warming shelf	5	Warranty	11
Care and Cleaning		Consumer Support	12
For your safety	6		
Mesh grease filters and drip tray	6		

Before using your stainless steel hood

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

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

OR

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

Write down the model & serial numbers

You'll find them on a label on the hood. These numbers are also on the Consumer Product Ownership Registration Card packed separately with your hood.

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

Model Number

Serial Number

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

If you received a damaged hood

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

Save time & money

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

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

If you need service

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

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

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

Manager, Customer Relations
 Monogram
 Appliance Park
 Louisville, KY 40225

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

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 Firesafety Tips](#)" published by NFPA.

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

- A. Never leave surface units unattended at high settings. Boilovers cause smoking and greasy spillovers that may ignite. Heat oils slowly on low or medium settings.
- B. Always turn hood ON when cooking at high heat or when flambéing food (ie: Crepes Suzette, Cherries Jubilee, Peppercorn Beef Flambé).
- C. Clean ventilating fans frequently. Grease should not be allowed to accumulate on fan or filter.
- D. Use proper pan size. Always use cookware appropriate for the size of the surface element.

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

- A. Installation work and electrical wiring must be done by qualified person(s) in accordance with all applicable codes and standards, including fire-related construction.
- B. Sufficient air is needed for proper combustion and exhausting of gases through the flue (chimney) of fuel burning equipment to prevent back drafting. Follow the heating equipment manufacturer's 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

CONSIGNES DE SÉCURITÉ IMPORTANTES

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

⚠ AVERTISSEMENT

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

⚠ AVERTISSEMENT

CONSIGNES GÉNÉRALES DE SÉCURITÉ

⚠ AVERTISSEMENT

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

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

⚠ ATTENTION

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

⚠ AVERTISSEMENT

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

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

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

⚠ AVERTISSEMENT

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

- A. Ne laissez jamais sans surveillance les unités de cuisson de surface à une température élevée. Le bouillonnement occasionne des débordements fumants et grasseux qui peuvent prendre feu. Chauffez à feu doux les substances huileuses, avec un réglage bas ou moyen.
- B. Mettez toujours la hotte en marche quand vous cuisinez à haute température ou quand vous faites flamber des aliments (p. ex. crêpes Suzette, cerises Jubilee, Boeuf flambé Peppercorn).
- C. Nettoyez les mécanismes de ventilation fréquemment. Il ne faut pas permettre une accumulation de graisse sur le ventilateur ou sur le filtre.
- D. Utilisez une casserole de bonne taille. Utilisez toujours un ustensile de cuisine qui convienne au diamètre de l'élément de cuisson.

⚠ AVERTISSEMENT

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

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

⚠ AVERTISSEMENT

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

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

LISEZ CES INSTRUCTIONS ET RANGEZ-LES SOIGNEUSEMENT

Controls

1. Warming lamps ON/OFF switch

The warming lamps are controlled by their own rocker switch. Press the rocker switch for the warming lamps to begin heating.

2. Light control

Turn the light control from OFF to HI for the brightest light while cooking.

3. Fan control

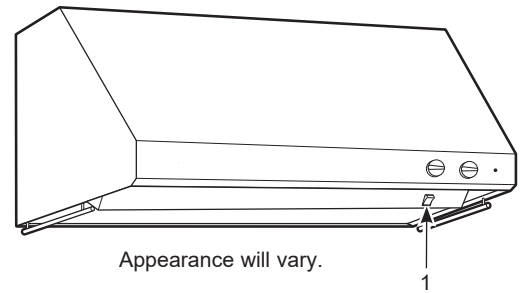
Turn the fan control speed from OFF to HI as needed.

Continuous use of the fan system while cooking helps keep the kitchen comfortable and less humid. It also reduces cooking odors and soiling moisture that create a frequent need for cleaning.

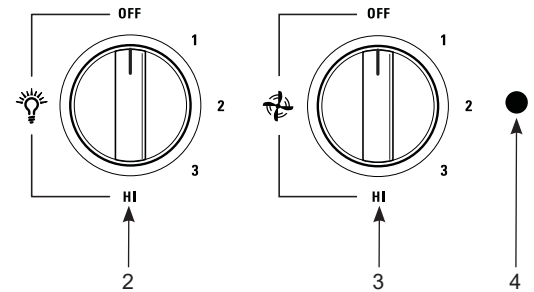
NOTE: When the fan is operating on the lowest setting, it will be very quiet. Always make sure that the fan is turned OFF when you are finished in the kitchen.

4. Fan ON indicator light

Comes on when the fan is turned on.



Appearance will vary.



Implement holders

Implement holder rods are located on each side of the hood.

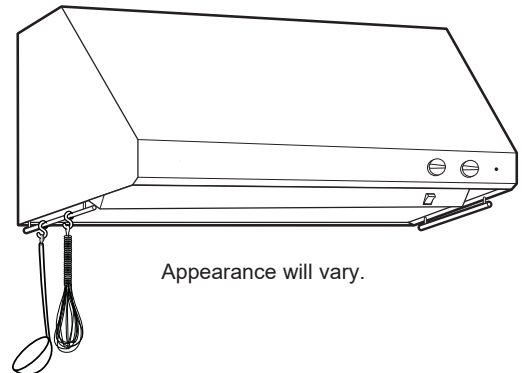
Use these rods to hang and display cooking utensils such as whisks, spoons, forks or any non-flammable decorative items. Frequently used small pots and pans can also hang from these rods.

⚠ WARNING DO NOT hang flammable items from these implement rods.

DO NOT hang items weighing more than 10 pounds on either side, or 20 pounds total weight.

⚠ AVERTISSEMENT N'accrochez pas d'articles inflammables à ces tringles.

N'accrochez pas d'articles pesant plus de 5 kg (10 lbs) de chaque côté, soit au total pesant plus de 10 kg (20 lbs).



Appearance will vary.

Warming shelf
(on some models)

The warming shelf will keep hot, cooked foods at serving temperature. Always start with hot food. Do not use to heat cold food other than crisping crackers, chips or dry cereal.

⚠ CAUTION Do not keep food on the warming shelf for more than two hours.

⚠ CAUTION Plastic containers or plastic wrap will melt if in direct contact with the warming shelf. Melted plastic may not be removable and is not covered under your warranty.

For your safety

Pour votre sécurité

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.

Avant de réparer ou de nettoyer votre appareil, débranchez le courant au niveau du panneau de service et verrouillez les mécanismes de débranchement de service pour éviter tout branchement accidentel au courant. Si vous ne pouvez pas verrouiller les mécanismes de débranchement de service, attachez soigneusement un avertissement bien visible, comme une étiquette, au panneau de service.

Mesh grease filters and drip tray (on some models)

Some models have 2 metal reusable grease filters and drip tray.

The metal filters and drip tray trap grease released by foods on the cooktop. The filters also help prevent flaming foods on the cooktop from damaging the inside of the hood.

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

To clean the drip tray, drain and wipe all excess grease with a dry paper towel. Wash with hot soapy water. Dry with a clean cloth.

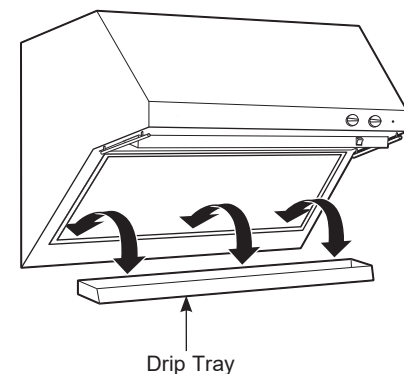
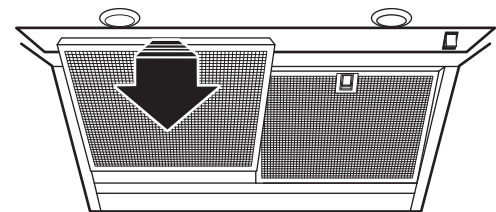
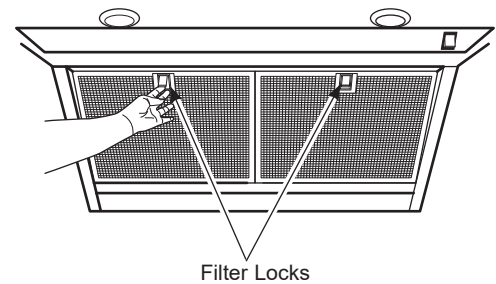
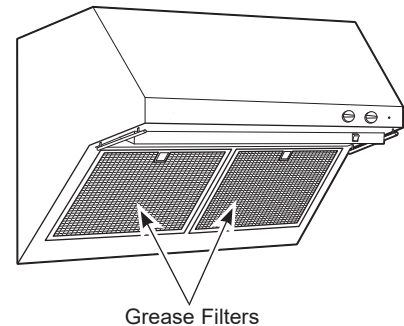
To clean the grease filters, soak them and then swish them around in hot water and detergent. Don't use ammonia or ammonia products because they will darken the metal. Do not use abrasives or oven cleaners. Light brushing can be used to remove embedded dirt. Rinse, shake and let them dry before replacing.

To remove:

Grasp the filter lock and pivot it open to release. Pull the filter down and out. Remove both filters. Grasp the drip tray, on both sides, by the front edge and carefully lift it up and out.

To replace:

1. Place and seat the drip tray into the hood track, making sure the rear tabs on the tray, hook into the back slots in the hood track.
2. Place the bottom of the filter in the lower hood rail.
3. Push the top of the filter back, open the filter lock and snap it into place.



Baffle grease filters and drip trays (on some models)

Some models have reusable metal grease baffles and drip trays.

The metal baffles channel grease released by foods on the cooktop into the drip trays. The baffles also help prevent flaming foods on the cooktop from damaging the inside of the hood.

For this reason, the baffles must **ALWAYS** be in place when the hood is used. The grease baffles and drip trays should be cleaned once a month, or as needed.

To clean the grease baffles and drip trays, drain and wipe all excess grease with a dry paper towel. Soak them and then swish them around in hot water and detergent. Don't use ammonia or ammonia products because they will darken the metal. Do not use abrasives or oven cleaners. Rinse, shake and let them dry before replacing. **They may also be cleaned in an automatic dishwasher.**

To remove:

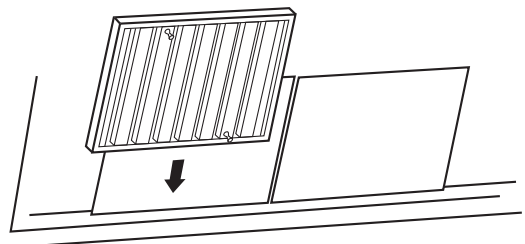
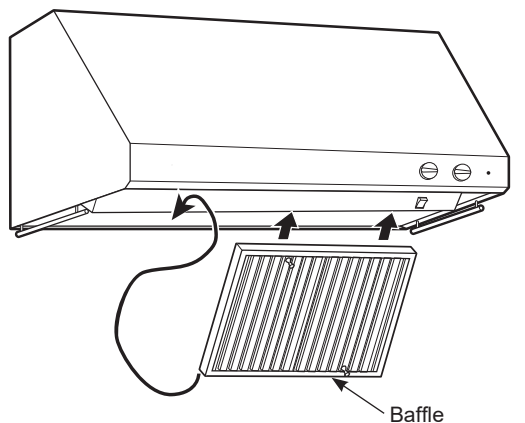
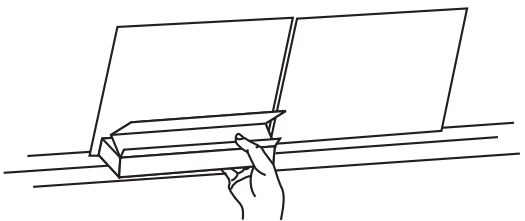
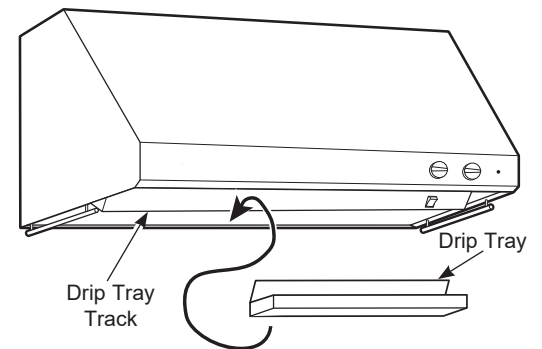
Grasp the baffle knobs and pull them up, forward and out. Grasp the drip tray and carefully lift it up and out of the hood track.

To replace the drip trays:

1. Place and seat the drip tray into the hood track.
2. Slide them left or right until all trays are side-by-side in place in the track.

To replace the baffles:

1. Hold the baffle at the bottom by one of the knobs.
2. Place the other end of the baffle against the inside front of the hood.
3. Slide it up and push the bottom end back until it firmly seats into place.



Stainless steel surfaces (on some models)

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

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

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

Monogram Preferred Service: 800.444.1845
Monogram.com

Light bulbs

The bulbs are located on the underside of the hood.

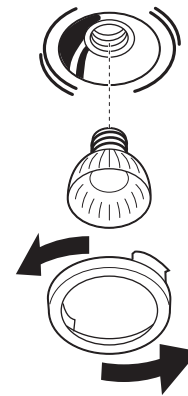
To change the light bulbs:

1. Remove the trim ring by turning it counterclockwise.
2. Grasp the bulb on the edges and remove by turning it counterclockwise.
3. Replace with the same type and size bulb.

These 120 volt, 50 watt, par 16 halogen flood bulbs, with standard base, are available at specialty lighting stores.

These bulbs can also be ordered from your Monogram supplier.

Order bulb no. WB08X10028.



Warming lamps

The warming lamps are located on the underside of the hood.

These 120 volt, 175 watt, par 38 infrared heat lamp bulbs, with standard base, are available at some specialty lighting stores.

These infrared bulbs can also be ordered from your Monogram supplier.

Order bulb no. WB08X10029.

NOTE: If warming lamps are not desired, additional cooktop lighting can be obtained by replacing the infrared bulbs with standard incandescent bulbs with up to 100 watt maximum ratings, with standard bases. These bulbs are available at specialty lighting stores.

Troubleshooting Tips

Professional Range Hood

*Before you
call for service*

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

Problem	Possible Cause	What To Do
Fan and lights do not operate when the switches are turned on	The hood was never electrically connected by the installer/electrician/builder.	Call the electrician/installer/builder to complete the installation. This is not covered by warranty.
	A fuse may be blown or a circuit breaker tripped.	Replace the fuse or reset the circuit breaker.
The blower does not work but the lights do	The blower motor wire harness was not connected or was not connected properly by the installer/electrician/builder to its mating connector located inside the hood on the top surface, to the left of the blower assembly.	<ol style="list-style-type: none"> 1. 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. 2. Remove the filters and locate the blower wire harness connector. Is it plugged into its mating connector? 3. If no, plug the blower motor connector into its mating connector on the top of the hood. Switch the power back on. Check to see if the fan now works. 4. If no, check the circuit breaker/fuse. If it is blown/tripped, replace/reset it. Does the blower work now? If no, call Monogram for service.
The blower fails to exhaust the smoke/steam/odors adequately	Many factors could be the root cause for reduced air-flow.	
	Installation could be the problem.	Your hood was designed to meet specific ducting requirements. If your duct length exceeds the manufacturer's requirements, hood performance will suffer. Air-flow will also be reduced if the house duct work is too small or there are too many elbows in the system. Contact your installer or builder.
	Obstruction in duct work could be the problem.	Make sure nothing is blocking the vent (bird nests or kinks in the duct work).
	Damper blade may not be opening.	Make sure the tape is removed from the damper blades and that it swings open freely.
	Damper blade on Wall or Roof Cap may not be opening.	Contact your builder so they can make sure the damper swings open freely.
	Dirty filters/baffles	Make sure filters (and all hood surfaces) are kept clean of grease and dirt.
	Check to be sure the filter is clean.	If replacing the filter does not correct the problem, call for service.
	Sufficient makeup (replacement) air is required for exhausting appliances to operate to rating.	Check with local building codes, which may require or strongly advise the use of makeup air. Visit Monogram.com for available makeup air solutions.

Troubleshooting Tips

Professional Range Hood

*Before you
call for service*

Problem	Possible Cause	What To Do
The Halogen/Heat Lamp Does Not Work	The lamp or socket may be defective or a wire could be disconnected.	<ol style="list-style-type: none"> 1. Do some trouble-shooting by removing the lamp and place it in the socket of a lamp that does work (the heat lamp will fit in the halogen socket for the purpose of checking it). Does it work now? If no, the lamp is defective. If your hood is still in-warranty, call Monogram service and ask them to mail out a new lamp. State clearly whether you need the halogen or the heat lamp. Lamps on this product are covered by warranty and are cataloged. If the hood is no longer covered by warranty, reference the Care and Cleaning section of this manual to see lamp requirements. Lamps can be purchased at home building stores, specialty lighting stores or through Monogram Parts. Reference the defective lamp for information as well. 2. If you placed the lamp in a working socket and it does illuminate, the original socket may be defective or a wire may be disconnected. Call Monogram for service.
Part Is Missing/ Damaged/ Defective	In the unlikely event that a part would be missing, damaged or defective, we can serve you, the consumer, quickly by mailing these parts to you.	<p>We have identified several easy-to-install parts.</p> <p>These include:</p> <p>Lamps, lamp bezels, filters, baffles, grease trays, knobs, utensil rods, Owner's Manual and Installation Instructions.</p> <p>Call Monogram service and carefully describe your model number and the part you need. The model number is located inside the hood chassis, behind the filter/baffle.</p>
Duct Cover Is Missing	The duct cover is not included with the hood. It must be purchased as an accessory.	<ul style="list-style-type: none"> ■ 6" duct cover for use with a 30" or 36" hood—order kit #ZX36DC6 ■ 12" duct cover for use with a 30" or 36" hood—order kit #ZX36DC12 ■ 6" duct cover for use with a 48" hood—order kit #ZX48DC6 ■ 12" duct cover that works with a 48" hood—order kit #ZX48DC12 <p>Call Monogram Parts. See Consumer Service page in this manual for a list of phone numbers.</p>
Installation Part Is Missing/Damaged/ Defective		<p>We provide a 10" round, vertical duct transition. This part can be mailed out to the hood installer if it is in some way unusable. All other duct transitions, elbows, etc must be purchased locally. We can also mail out many other parts that come with the hood to your installer. Call Monogram Service. See Consumer Service page in this manual for a list of phone numbers. Ask them to mail the parts only—no service call required.</p>

YOUR MONOGRAM HOOD WARRANTY

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

WHAT IS COVERED

From the Date of the Original Purchase

LIMITED TWO-YEAR WARRANTY

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

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

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

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

WHAT IS NOT COVERED

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

EXCLUSION OF IMPLIED WARRANTIES

Your sole and exclusive remedy is product repair as provided in this Limited Warranty. Any implied warranties, including the implied warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

To know what your legal rights are in your state, consult your local or state consumer affairs office or your state's Attorney General.

Warrantor: GE Appliances, a Haier company

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

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

Register Your Appliance

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

Schedule Service

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

Extended Warranties

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

Remote Connectivity

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

Parts and Accessories

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

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

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