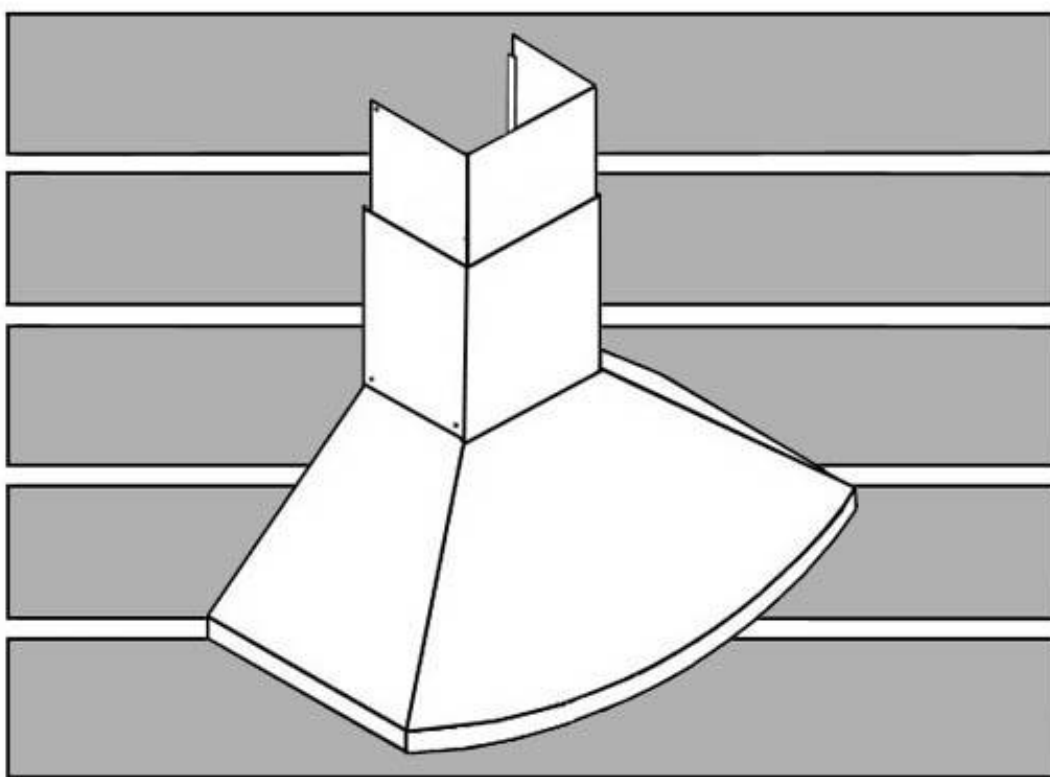


KOBE® KOBE Brand Range Hood

Model No. RA9236SQ

RA-092 SERIES – 12" HEIGHT



**INSTALLATION INSTRUCTIONS
AND OPERATION MANUAL**

- READ AND SAVE THESE INSTRUCTIONS -

CONTENTS

Important Safety Instructions.....	1
Components of Package.....	3
Installation.....	4
Operating Instructions.....	9
Maintenance.....	10
Specifications.....	12
Measurements & Diagrams.....	13
Parts List.....	14
Circuit Diagram.....	16
Disclaimer.....	17
Warranty.....	18
Product Registration.....	20

- READ ALL INSTRUCTIONS CAREFULLY BEFORE STARTING -

ALL WIRING MUST BE DONE BY A PROFESSIONAL AND IN
ACCORDANCE WITH NATIONAL AND LOCAL ELECTRICAL CODES.



IMPORTANT SAFETY INSTRUCTIONS

- PLEASE READ THIS SECTION CAREFULLY BEFORE INSTALLATION -

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

- 1) Installation and electrical wiring must be done by qualified professionals and in accordance with all applicable codes and standards, including fire-rated construction.
- 2) When cutting or drilling into wall or ceiling, be careful not to damage electrical wiring or other hidden utilities.
- 3) Ducted fans must be vented to the outside.
 - a) Before servicing or cleaning unit, open the light panel and SWITCH POWER OFF AT SERVICE PANEL.
 - b) Clean fan, optional filter and grease laden surfaces frequently. To reduce the risk of fire and to disperse air properly, make sure to vent air outside. DO NOT vent exhaust air into wall spaces, attics, crawl spaces or garages.

NOTE - This warranty is invalid without an authorized agent's receipt or if unit is damaged due to misuse, poor installation, improper use, mistreatment, negligence or any other circumstances beyond the control of KOBE RANGE HOODS authorized agents. Any repair carried out without the supervision of KOBE RANGE HOODS authorized agents will automatically void the warranty.

- KOBE RANGE HOODS will not be held responsible for any damages to personal property or real estate or any bodily injuries whether caused directly or indirectly by the range hood.

WARNING – TO REDUCE THE RISK OF PERSONAL INJURY IN THE EVENT OF A RANGE TOP GREASE FIRE:

- Keep fan, filter, if any, and grease-laden surfaces clean.
- Always turn hood ON when cooking at high heat.
- Use high settings on cooking range ONLY when necessary. Heat the oil slowly on low to medium setting.
- Do not leave cooking range unattended when cooking.
- Always use cookware and utensils appropriate for the type and amount of food prepared.
- Use this unit only in the manner intended by the manufacturer.
- Before servicing, switch power off at service panel and lock service panel (if possible) to prevent power from switching on accidentally.
- Clean ventilating fans frequently. Grease should not be allowed to accumulate on fan, safety screens, and oil containers.

What to Do In The Event Of a Range Top Grease Fire

- SMOTHER FLAMES with a close fitting lid, cookie sheet, or metal tray, and then turn off the burner. KEEP FLAMMABLE OR COMBUSTIBLE MATERIAL AWAY FROM FLAMES. If the flames do not go out immediately, EVACUATE THE AREA AND CALL THE FIRE DEPARTMENT or 911.
- NEVER PICK UP A BURNING PAN – You may get burned.
- DO NOT USE WATER, including wet dishcloths or towels – a violent steam blast will result.
- Use an extinguisher ONLY if:
 - a) You have a Class A, B, C extinguisher and know how to operate it.
 - b) The fire is small and contained in the area where it started.
 - c) The fire department has been called.
 - d) You can fight the fire with your back to an exit.

What to Do If You Smell Gas

- Extinguish any open flame.
- Do not try to turn on the lights or any type of appliance.
- Open all doors and windows to disperse the gas. If you still smell gas, call the Gas Company and Fire Department right away.

CAUTION

- 1) For general ventilation use only. Do not use to exhaust hazardous or explosive materials and vapors.
- 2) To reduce the risk of fire, use only metal ductwork.
- 3) 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 code authorities.
- 4) Activating any switch on may cause ignition or an explosion.

WARNING



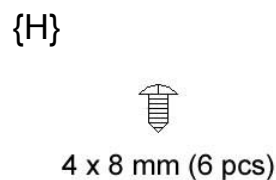
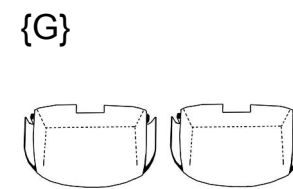
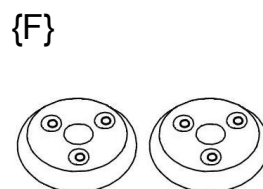
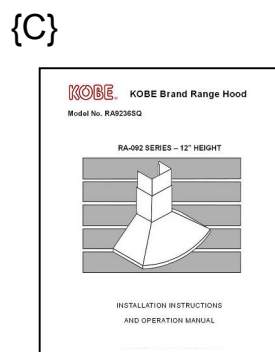
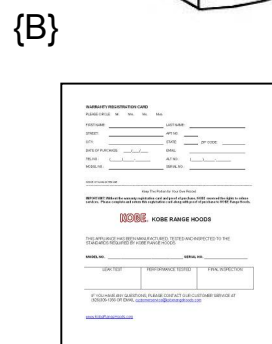
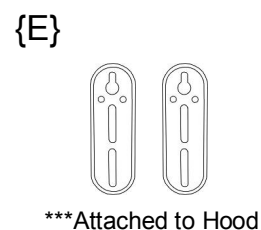
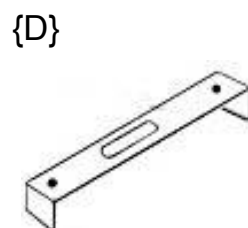
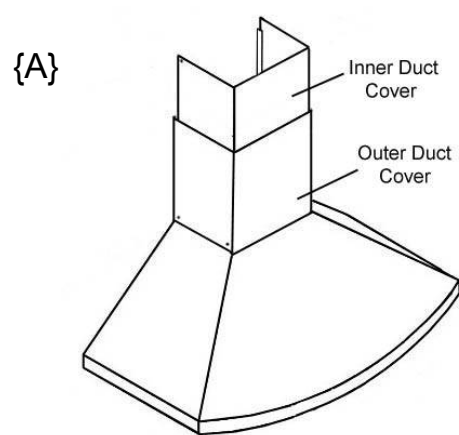
ELECTRICAL SHOCK HAZARD – Can result in serious injury or death. Disconnect appliance from electric power before servicing. If equipped, the fluorescent light bulb contains small amounts of mercury, which must be recycled or disposed of according to Local, State, and Federal Codes.

COMPONENTS OF PACKAGE

(Must keep all material for returns or refunds)

Range Hood Box

- {A} KOBE Range Hood with Two-Piece Duct Cover
- {B} Warranty Registration Card
- {C} Instructions Manual
- {D} Duct Cover-Mounting Bracket
- {E} Hood-Mounting Bracket
- {F} Oil Containers (Round)
- {G} Oil Containers (Oval)
- {H} Screws Package



INSTALLATION

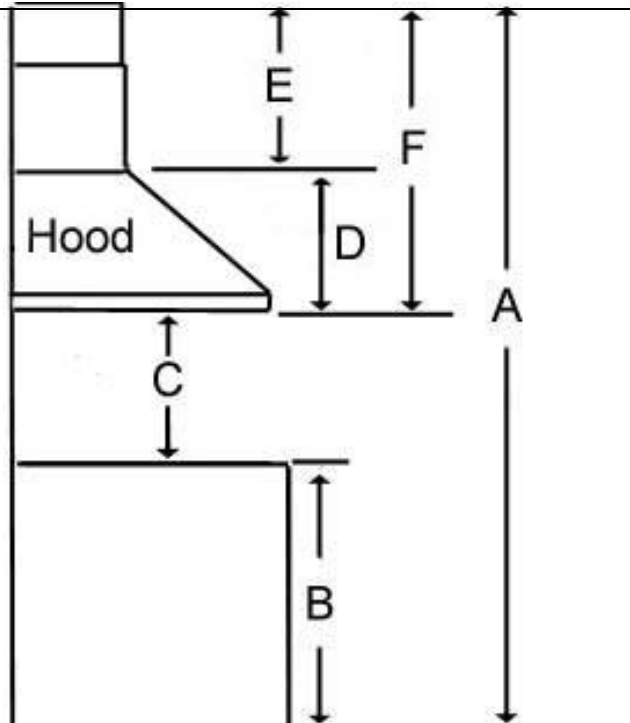
PLEASE READ ENTIRE INSTRUCTIONS BEFORE PROCEEDING

Calculation Before Installation

To calculate the length of the installation, please refer to Table 1. (All calculation is measure in inches.)

TABLE 1

A = Height of Floor to Ceiling
B = Height of Floor to Counter Top
(Standard: 36")
**C = Preferred Height of Counter Top
to Hood Bottom (Recommended
27" to 30")**
D = Height of Hood
E = Height of Duct Cover [F – D]
F = Height of the Hood Installation
[A – (B+C)]



⚠ SAFETY WARNING

HOOD MAY HAVE VERY SHARP EDGES; PLEASE WEAR PROTECTIVE GLOVES IF IT IS NECESSARY TO REMOVE ANY PARTS FOR INSTALLING, CLEANING OR SERVICING.

Preparation before Installation

NOTE: TO AVOID DAMAGE TO YOUR HOOD, PREVENT DEBRIS FROM ENTERING THE VENT OPENING.

- Decide the location of the venting pipe from the hood to the outside. Refer to Figure 1.
- A straight, short venting run will allow the hood to perform more efficiently.
- Try to avoid as many transitions, elbows, and long run as possible. This may reduce the performance of the hood.
- Use duct tape to seal the joints between pipe sections.
- If necessary, prepare back wall frame with cross framing lumber for secure installation. Using references on Table 1 and measurements on page 13, decide the level of the lumber. Refer to Figure 2.

- Temporarily wire the hood to test for proper operation before installing.
- Peel protective film off the duct cover and the hood (if any).
- Loosen hood-mounting brackets at the back of the hood, adjust brackets and tighten screws as shown in Figure 3.
- If necessary to remove the rubber stand on the back of the hood, unscrew and discard. Refer to Figure 4.

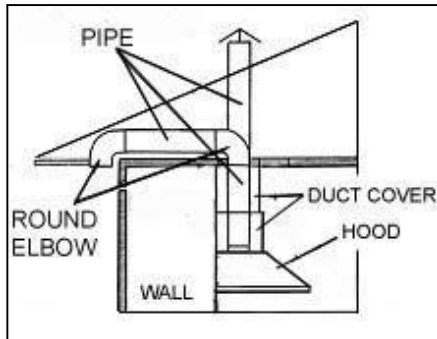


Figure 1

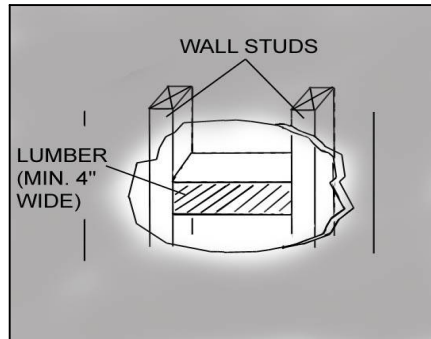


Figure 2



Figure 3



Figure 4

Hood Installation

CAUTION: If required to move the cooking range to install the hood, turn OFF the power on an electric range at the main electrical box. **SHUT OFF THE GAS BEFORE MOVING A GAS RANGE.**

1. Using references on Table 1 and measurements on page 13, mark the leveling point for hood-mounting bracket on the wall.
2. Secure two mounting screws (not provided) on the wall leaving 1/8" away from the wall. Refer to Figure 5.
3. Align hood-mounting bracket to the mounting screws on the wall and hook hood into place.
4. Secure and tighten the mounting screws. **CAUTION: MAKE SURE THE HOOD IS SECURE BEFORE RELEASING.**

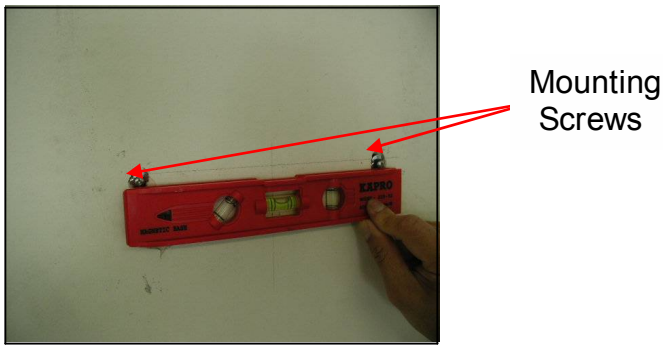


Figure 5

Ductwork Installation

5. Use 6" round aluminum or steel pipe to connect the plastic exhaust on the hood to the ductwork above. Use duct tape to make all joints secure and air tight. Refer to Figure 6.

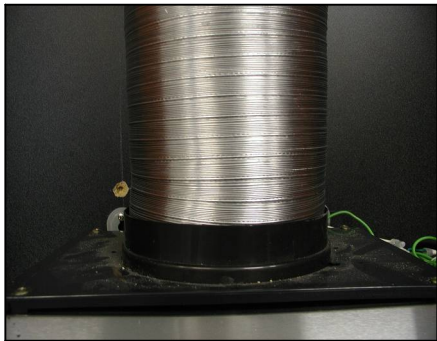


Figure 6

Wiring to Power Supply

⚠ SAFETY WARNING

RISK OF ELECTRICAL SHOCK. THIS RANGE HOOD MUST BE PROPERLY GROUNDED. MAKE SURE THIS IS DONE BY SPECIALIZED ELECTRICIAN IN ACCORDANCE WITH ALL APPLICABLE NATIONAL AND LOCAL ELECTRICAL CODES. BEFORE CONNECTING WIRES, SWITCH POWER OFF AT SERVICE PANEL AND LOCK SERVICE PANEL TO PREVENT POWER FROM BEING SWITCHED ON ACCIDENTALLY.

6. Connect three wires (black, white and green) to house wires and cap with wire connectors.
7. Connect according to color: black to black, white to white, and green to green.
8. Test the operation of the hood before moving on to next step. Make sure power is supplied to the hood.

Duct Cover Installation

NOTE: BE CAREFUL WHEN USING ELECTRICAL SCREWDRIVER, DAMAGE TO THE HOOD MAY OCCURS.

9. Using reference **E** from Table 1 and measurements on page 13, mark the leveling point for duct cover-mounting bracket.
10. Secure the duct cover-mounting bracket to the wall with two screws (not provided). Refer to Figure 7. Make sure all screws are tightened. NOTE: Inner duct cover will cover the duct cover-mounting bracket.
11. Slide up inner duct cover up 2 inches before sliding entire duct cover onto the hood. Refer to Figure 8.



Figure 7

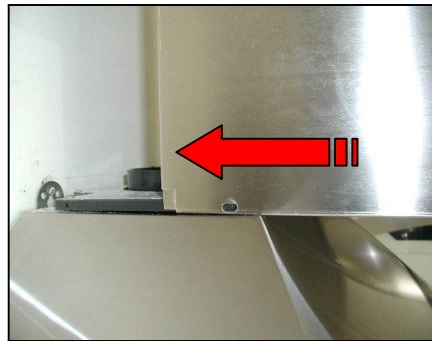


Figure 8

12. Adjust the height of the inner duct cover to the duct cover-mounting bracket. Secure inner duct cover with two (4x8 mm) screws (provided) as shown in Figure 9.



Attach Together

Figure 9

13. Fasten outer duct cover to plastic plate on the hood with four (4x8 mm) screws (provided).

Install Accessories

14. Place the oil container (round) into keyhole under each safety screen. Turn clock-wise until firmly in place. Refer to Figure 10.
15. Slide oil container (oval) into plastic slot behind each safety screen as shown in Figure 11.

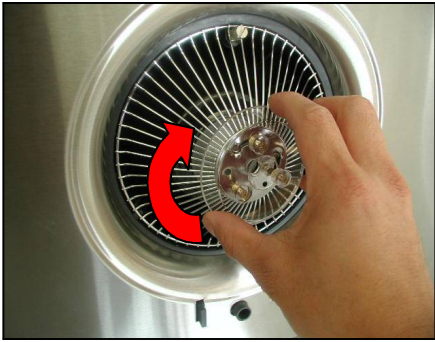


Figure 10

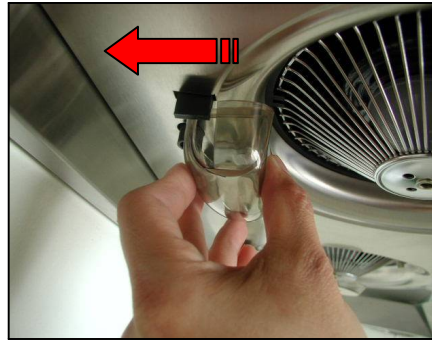


Figure 11

Final Assembly

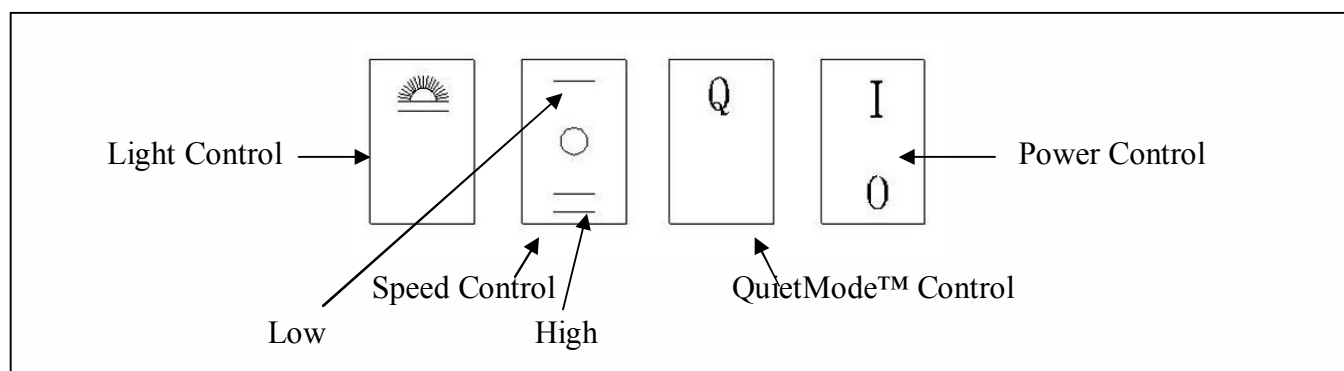
16. Turn power ON in control panel. Check all lights and blower operation.
17. Make sure to leave this manual for the homeowner.

OPERATING INSTRUCTIONS

This KOBE hood is equipped with a four-switch control, two powerful centrifugal turbine impellers with safety screens, two bright 12-volt 20-watt halogen lights, and four oil containers.

The four control switches are Light Control, Speed Control, QuietMode™ Control and Power Control (On/Off). Refer to Figure 12.

Figure 12



Turn On:

- Press Power Control switch to turn on the power.
- Press the Speed Control (Low, Off, High) or QuietMode™ Control to select the desired speed. Once the Power Control is turned on, the prior switch selections will be turned on.
- Press the QuietMode™ Control to turn on QuietMode™. Speed Control will automatically be disabled when QuietMode™ is turned on.
- Press Light Control switch to turn halogen lights on.

Turn Off:

- Press the Power Control switch to turn off all power. Note: The Power Control switch is the main power controller.
- If disable QuietMode™, speed will revert to its prior Speed Control.

MAINTENANCE

CAUTION: NEVER PUT YOUR HAND INTO THE AREA HOUSING THE FAN WHILE THE FAN IS OPERATING.

For the optimal level of operation, clean the range hood surface, safety screens, and oil containers regularly.

To Clean Hood Surface

CAUTION: NEVER USE ABRASIVE CLEANERS, PADS, OR CLOTHS.

*** Regular care will help preserve its fine appearance.

- 1) Use only mild soap or detergent solutions. Dry surfaces using soft cloth.
- 2) If hood looks splotchy (stainless steel hood), use an orange base cleaner to clean the surface of the hood. Avoid cleaner to get on the control switches. Only spread a light coating over the surface of the hood and leave on for a few minutes (do not leave on too long or this may cause damage to hood finish). Use soft towel to wipe off the cleaning solution, gently rubs any stubborn spots. Use a slightly damp towel to get rid of any cleaning solution. Use dry soft towel to dry the hood.
- 3) To bring the glow back into a stainless steel finish, use a stainless steel cleaner.
- 4) DO NOT allow deposits to remain for long periods of time.
- 5) DO NOT use ordinary steel wool or steel brushes. Small bits of steel may adhere to the surface causing rust.
- 6) DO NOT allow salt solutions, disinfectants, bleaches, or cleaning compounds to remain in contact with stainless steel for extended periods. Many of these compounds contain chemicals, which may be harmful. Rinse with water after exposure and wipe dry with a clean cloth.

To Clean Oil Containers, Safety Screens and Impellers

CAUTION: DRAIN OIL CONTAINER BEFORE OIL CAN OVERFLOW.

- 1) Normal Cleaning
 - Spray a mild degreaser into the fan and turn on high speed. Liquid residue will accumulate in the oil containers.
- 2) Cleaning Oil Containers
 - Remove the oil container (round) by turning counter-clockwise.
 - Remove the oil container (oval) by sliding forward.
 - Wash with warm soapy water. Dry completely before returning into place.
 - *Top rack dishwasher safe.*
- 3) Cleaning Safety Screens
 - Remove the safety screen screw and slide the safety screen out.
 - Wash with warm soapy water. Dry completely before returning into place.
 - *Top rack dishwasher safe.*

To Replace Light Bulb

CAUTION: HALOGEN LIGHT UNIT MAY BE HOT! WAIT UNTIL UNIT IS COOL.

- 1) Make sure all control switches are off, and range hood is unplugged.
- 2) Use a flat head screwdriver to pop out the protective covering as shown in Figure 15.
- 3) Gently pull out the defective light bulb and discard. Light bulbs should be 12V 20W maximum. Refer to Figure 16. Push bulb securely into light socket.
- 4) Replace protective cover.
- 5) Plug in range hood.

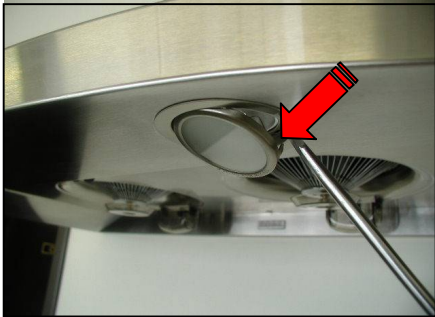


Figure 15



Figure 16

SPECIFICATIONS

MODEL / SIZE	RA9236SQ / 36"		
COLOR	# 430 Commercial Grade Stainless Steel		
VOLTAGE	120V 60Hz		
NUMBER OF MOTORS	2		
DESIGN	18-Gauge Seamless		
FAN TYPE	Twin Turbine Impeller		
EXHAUST	6" Round		
CONTROLS	Three Speed (QuietMode™, Low, & High)		
HALOGEN LIGHTS	12V 20W x 2		
HOOD DIMENSION (W x D x H)	(RA9236SQ) 35-1/4" x 20-1/2" x 12-1/4"		
DUCT COVER DIMENSION (W x D x H)	(RA9236DC) 10-5/8" x 7-7/8" x (14-1/8"~27-1/8")		
OPTIONAL ACCESSORIES (W x D x H)	1) One-Piece Extension Duct Cover (RA0925DC) 10-5/8" x 7-7/8" x (14-1/8"~39-1/4") (RA0946DC) 10-5/8" x 7-7/8" x (14-1/8"~60-1/2") 2) 36" Stainless Steel Back Panel (SSP36) 36" x 1/10" x 32"		
WEIGHT (lbs)	(RA9236SQ)	<u>Net</u> 46.2	<u>Gross</u> 52.8
SPEED	QuietMode™	Low	High
Air Capacity (cfm)	280	480	700
Noise Level (sone)	1.0	2.8	4.8

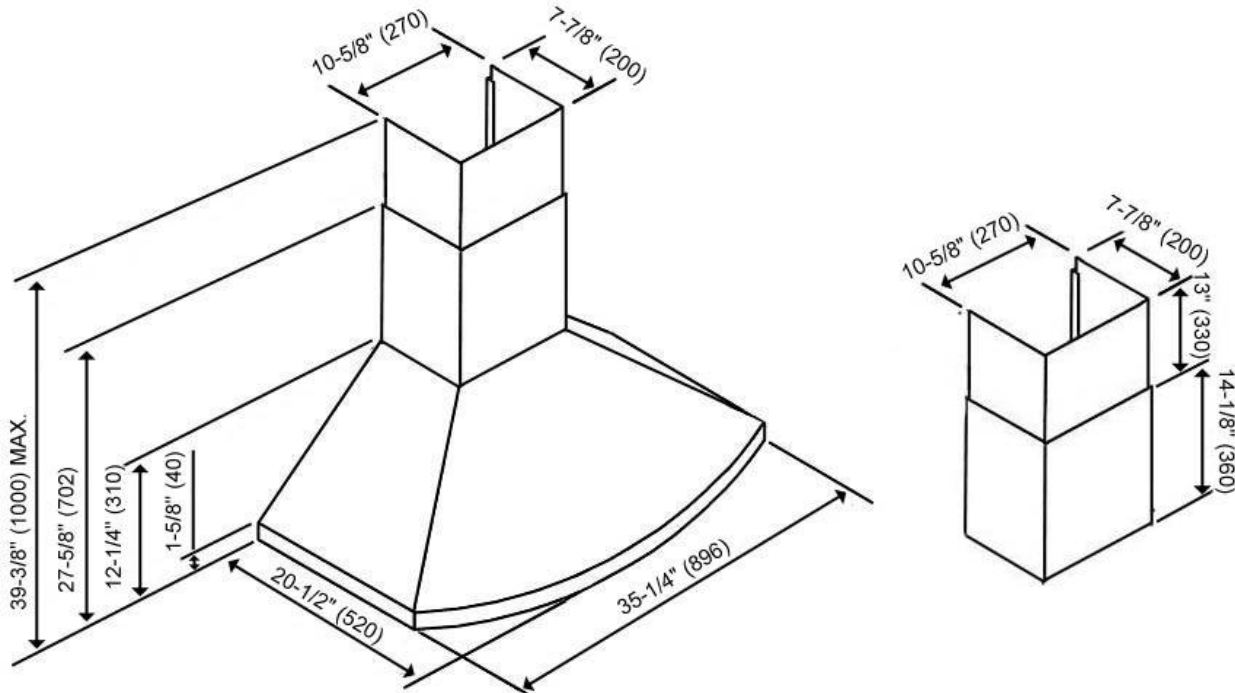
*In House Test Static Pressure "0". One sone is equivalent to the sound of a refrigerator at 40 decibels.

**Specifications information is subject to change without notice.

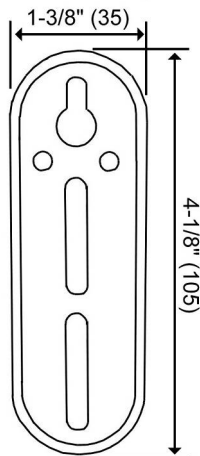
MEASUREMENTS & DIAGRAMS

***All inch measurements are converted from millimeters. Inch measurements are estimated.

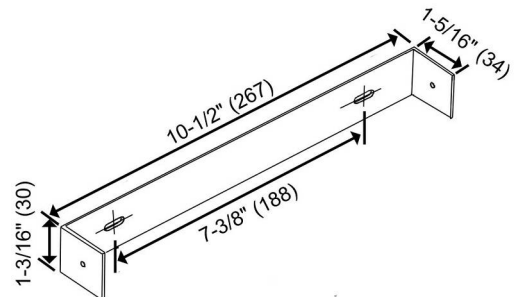
***All measurements in () are millimeters.



***Hood-Mounting Bracket



***Duct Cover-Mounting Bracket

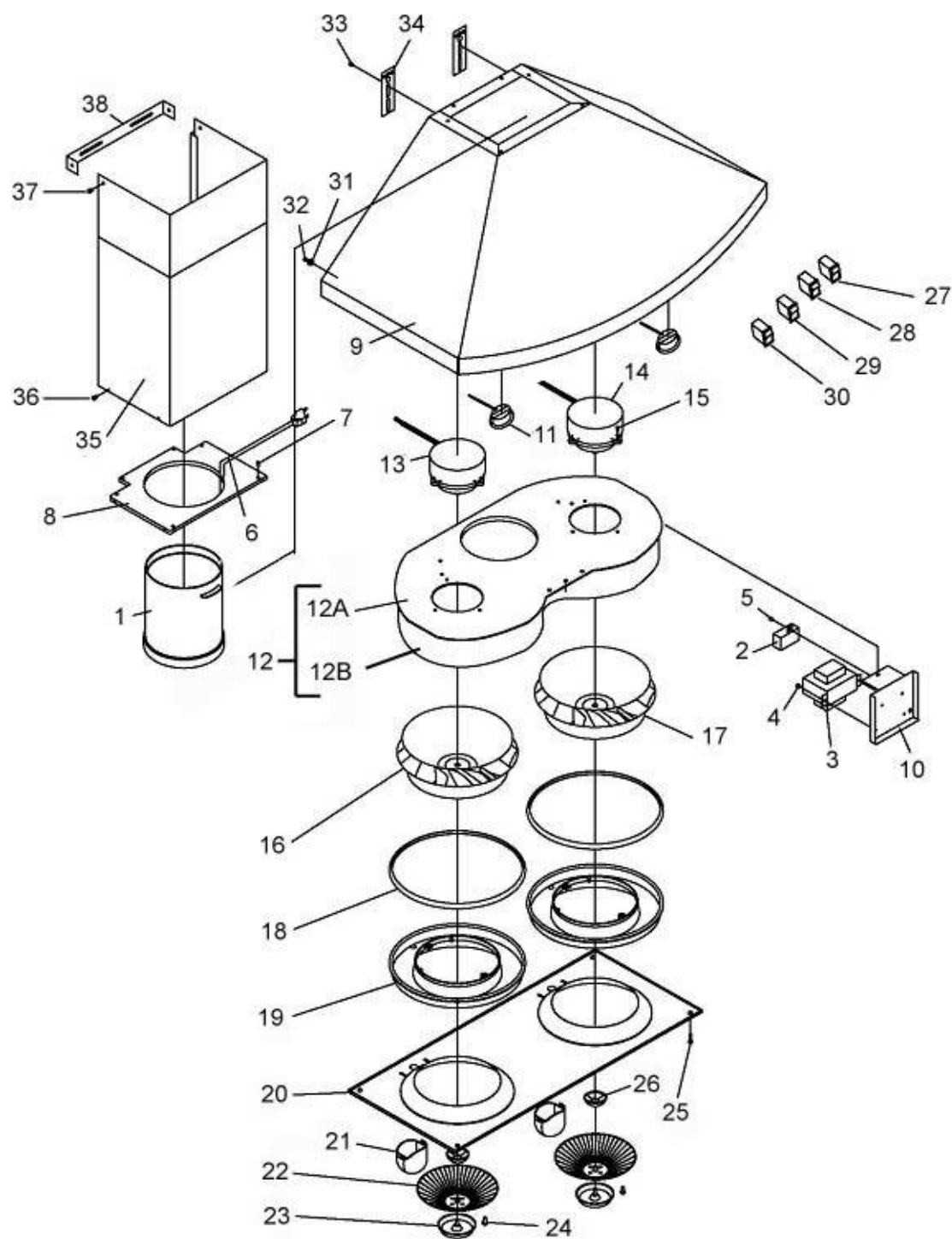


PARTS LIST

MODEL NO.: RA9236SQ

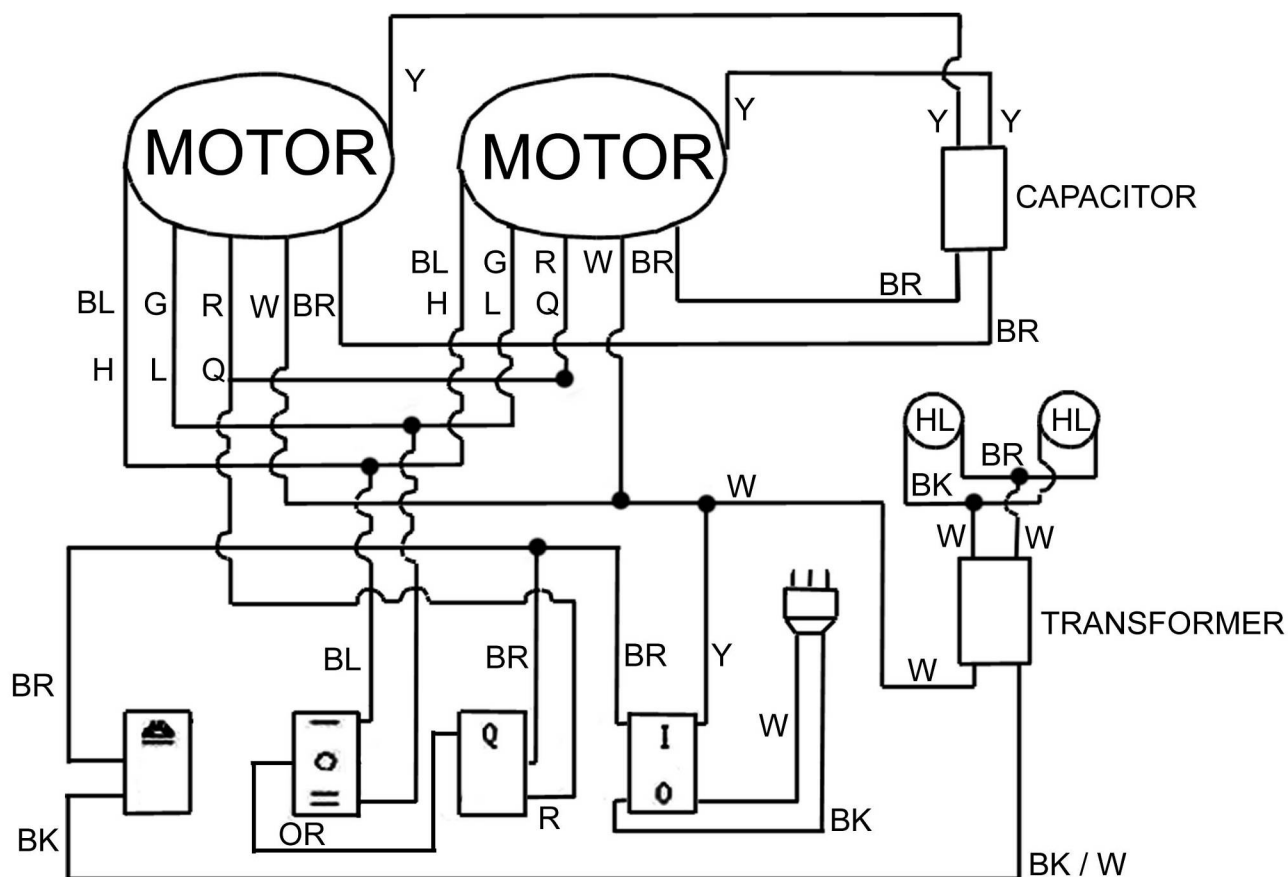
NO.	DESCRIPTION	MODEL /SIZE	PART NO.
1	6" Round Plastic Exhaust		C1-0506-0101
2	Capacitor		C1-0401-0120-01A
3	Transformer (Light)		C1-0402-0120-40
4	Screw (4 x 6 mm)		C1-0708-0001
5	Screw (4 x 6 mm)		C1-0708-0001
6	Power Cord		C1-0406-0120
7	Round Head Screw (TS 4 x 18 mm)		C1-0708-0004
8	Plastic Plate		C1-0507-0101
9	Hood Casing		10-00920-A
10	Transformer Support		C1-0201-0092
11	Halogen Light (12V 20W Max.)		C1-0403-0101
12	Air Chamber		
A	Air Chamber (Top)		C1-0101-0092
B	Air Chamber (Side)		C1-0102-0092
13	Motor (Left)		C1-0301-0120-11A
14	Motor (Right)		C1-0301-0120-12A
15	Motor Position Screw (TS 1/4" x 7/16")		C1-0703-0001
16	Turbine Impeller (Left)		C1-0251-0092-01
17	Turbine Impeller (Right)		C1-0251-0092-02
18	Oil Tunnel Seal		C1-0502-0301
19	Oil Tunnel		C1-0502-0203
20	Bottom Casing		B101-0092-09
21	Oil Container (Oval)		C1-0504-0101
22	Safety Screen		C1-0602-0101
23	Oil Container (Round)		C1-0503-0101
24	Safety Screen Screw		C1-0705-0001
25	Screw (3/16" x 5/8")		C1-0704-0004
26	Impeller Plastic Cover		C1-0251-0001
27	On/Off Switch		C1-0405-0110
28	QuietMode™ Switch		C1-0405-0114
29	Speed Switch		C1-0405-0112
30	Light Switch		C1-0405-0113
31	Rubber Stand		C1-0511-0101
32	Screw (4 x 8 mm)		C1-0706-0001
33	Screw (3/16" x 3/8")		C1-0707-0001
34	Hood-Mounting Bracket		C1-0221-0092
35	Duct Cover	RA9236DC	12-01000-304
36	Round Head Screw (TS 4 x 8 mm)		C1-0708-0006
37	Round Head Screw (TS 4 x 8 mm)		C1-0708-0006
38	Duct Cover-Mounting Bracket		C1-0203-0002

MODEL NO.: RA9236SQ



CIRCUIT DIAGRAM

MODEL NO.: RA9236SQ



KEY CODE

BL	=	Blue
BK	=	Black
BR	=	Brown
R	=	Red
W	=	White
G	=	Green
Y	=	Yellow
OR	=	Orange
H	=	High
L	=	Low
Q	=	QuietMode™
HL	=	Halogen Light

DISCLAIMER

1. **CAREFULLY INSPECT ALL ITEMS FOR DAMAGES BEFORE ACCEPTING DELIVERY. NOTE ANY DAMAGES ON THE FREIGHT BILL OR EXPRESS RECEIPT. REQUEST NAME AND SIGNATURE OF THE CARRIER'S AGENT AND KEEP COPY TO SUPPORT YOUR CLAIM.**

Upon acceptance of items, owner assumes responsibility for its safe arrival. Damages should be reported to carrier and a claim filed. Failure to do this could result in the carrier refusing to honor your claim. The carrier will furnish you with necessary forms for filing a claim.

DAMAGES CAUSED DURING TRANSIT ARE NOT COVERED UNDER OUR WARRANTY.

2. **PLEASE INSPECT CONTENTS OF PACKAGE (S) CAREFULLY UPON RECEIVING!**

We must be notified in writing of any damages and/or missing parts within the allocated days upon receipt of package(s). Contact your local KOBE dealer or distributor or call KOBE for the time limit.

CLAIMS WILL NOT BE ACCEPTED AFTER THE ALLOCATED DAYS.

NOTE: ITEMS WERE THOROUGHLY TESTED AND CAREFULLY PACKED IN OUR FACTORY.

3. Products must be returned in good working condition with ALL original parts and documentation packed in ALL original cartons, fillers and shipping cartons. A restocking fee of 25% will be charged for all approved return(s).

EXCHANGES OR RETURNS MAY NOT BE ACCEPTED IF ANY PACKAGING IS MISSING.

4. **MAKE SURE TO INSPECT THE HOOD FOR DAMAGES AND DEFECTS BEFORE INSTALLATION.** Appearance flaws of the hood found after installation and not affecting hood performance is not covered under our warranty for returns or exchanges. Service visits not covered under warranty will carry a service charge.

A) Before Installation: Return for exchange or refund (please see above for acceptable returns).

B) After Installation: **NO** exchange or refund.

WARRANTY

WARRANTY CERTIFICATE

KOBE Range Hoods, Inc. warrants all products manufactured or supplied by it to be free from defects in workmanship and materials. Its obligations pursuant to this warranty are limited to a period of two years from the date of purchase and to the repair or replacement at its option and subject to the terms and conditions stated below, of any component part, which its examination shall disclose to be so defective.

TWO-YEAR WARRANTY SERVICE PERIOD

Any covered failure occurring within two years of original purchase arising from defective workmanship or material in manufacture will be repaired (or at our option the unit will be replaced) free of charge by an authorized KOBE Range Hoods Agent or KOBE Range Hoods as applicable. Keep proof of purchase (or original invoice) handy for inspection.

If the range hood is sold by the original purchaser during the warranty period the new owner is protected until expiration of the original purchaser's warranty.

CONDITIONS

The following conditions apply only in relation to the warranty expressly given in this certificate.

- 1) This warranty applies only:
 - a) within U.S.A. and Canada.
 - b) to range hoods used for PRIVATE SINGLE FAMILY USE (if used for COMMERCIAL or MULTIPLE FAMILY USE or other purposes, warranty is void).
- 2) Repair of any fault to be provided under this warranty shall not be provided:
 - a) if the identification number attached to the range hood has been altered, rendered illegible or removed;
 - b) if notice of the defect has not been given within the period applicable;
 - c) for failure of light bulbs;
 - d) for physical damage;
 - e) for surfaces damaged by use of improper chemical cleaning agents;
 - f) if the appliance has been:
 - i) subject to misuse, abuse, negligence, accident, incorrect installation or failure to follow the operating instructions;
 - ii) connected to improper, inadequate or faulty electricity service or exhaust ducts or flues or operated using incorrect or contaminated lubricants;
 - iii) installed, maintained or operated otherwise than in accordance with the instructions furnished by KOBE Range Hoods including the improper use of detergents, bleaches, or cleaners.
 - g) for damage to range hood during transit, delivery, installation or removal;
 - h) for damage by or resulting from attempted repairs conducted by anyone other than our Authorized Service Agent.

- 3) The purchaser shall be responsible for any expenses involved in making the range hood readily accessible for servicing and where the range hood is installed outside the main sales territory of the retailer or service territory of the nearest approved KOBE Range Hoods Agent as applicable, for any traveling expenses and any costs of transporting the range hood or parts thereof to and from the dealer or Service Agent
- 4) The purchaser must produce proof of purchase together with this warranty certificate when making the claim.
- 5) Damages caused during shipment are not covered under our warranty.

CONSEQUENTIAL DAMAGE

The warrantor is not responsible for any consequential damage. SOME STATES DO NOT ALLOW THE EXCLUSION OF CONSEQUENTIAL DAMAGE SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

IMPLIED WARRANTIES/STATE LAW

Any implied warranties, including the implied warranty of merchantability and fitness for purpose, imposed on the sale by the laws of the state of sale are limited to two year from the date of original purchase. Some states do not allow limitations on the duration of implied warranties. This warranty gives you specific legal rights, and may also have rights, which vary from state to state.

SERVICE

For service contact:

KOBE Range Hoods
4934 Walnut Grove Avenue
Suite 202
San Gabriel, CA 91776
U.S.A
Tel: (626) 309-1356 Fax: (626) 309-1366
Email: customerservice@koberangehoods.com

www.KobeRangeHoods.com

PRODUCT REGISTRATION

Register Your Product!

Any covered failure occurring within two years of original purchase arising from defective workmanship or material in manufacture will be repaired or at our option the unit will be replaced free of charge by an authorized KOBE Range Hoods Agent or KOBE Range Hoods as applicable. Keep proof of purchase (original invoice) handy for inspection.

If the range hood is sold by the original purchaser during the warranty period the new owner is protected until expiration of the original purchaser's warranty. See warranty section for complete warranty coverage information.

This appliance has been manufactured, tested, and inspected to the standards required by KOBE Range Hoods.

PLEASE MAIL IN YOUR WARRANTY REGISTRATION CARD AND A COPY OF PROOF OF PURCHASE:

KOBE Range Hoods, Inc.
4934 Walnut Grove Avenue
Suite 202
San Gabriel, CA 91776

RECORD THE FOLLOWING INFORMATION FOR YOUR RECORD:

Model No. _____

Serial No. _____

Purchased Date ____/____/____

Purchased From:

IMPORTANT: PLEASE KEEP A COPY OF YOUR SALE RECEIPT OR INVOICE HANDY WHEN REQUESTING FOR SERVICE.