Tips For Identifying Your
Intelli-Hood® Demand Ventilation Control System

For general reference, ordering replacement parts, and troubleshooting, it is important to know which Intelli-Hood system is installed in your commercial kitchen. Each system has its own unique configurations and steps to take when troubleshooting. As of January 2020, three versions of Intelli-Hood are in operation: IH1, IH2 and IH3.

How to Identify
There are three methods to identify your Intelli-Hood system:

1. *Serial Number*
   On the inside of the system's panel door, you will see the unit's serial number. The color of the label may vary, depending on your system. IH1 normally has a white label, whereas IH2 and IH3 have blue labels.
2. *Cable Colors*
   Cable colors are different among systems. If your system has white/grey cables, it is an IH1. If your system has blue cables, it is IH2. Green cables signal IH3.
3. *Controllers*
   The main touchpad on the kitchen hood can distinguish your system. IH1 has a single digit 'HOOD' display. IH2 has a four-digit 'HOOD' display. IH3 has a full LCD display.

Knowing Your System

To accurately troubleshoot system issues and order replacement parts, supply the Melink Technical Team with your system model, using the tips above. Most issues can be solved over the phone with a facility manager and/or contractor capable of performing the work on site.

If you are purchasing replacement parts and you are not on site, please verify the system model with the site beforehand. If the system model cannot be verified, Melink cannot guarantee the replacement parts are correct. There is a restocking fee for parts ordered in error.

If you cannot determine which system you have, Melink Corp does maintain an internal database. However, we cannot guarantee your restaurant will be in the database. Frequently, restaurant sites change ownership and names. For instance, what was once "Joe's Barbeque" may now be known as "Bob's Barbeque," which may not be searchable if no one has contacted Melink to update the original site name.