

# TROUBLESHOOTING GUIDE

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*Please refer to the instruction sheet for detailed directions and descriptions of installation steps and requirements.*

## 1. FAN / REMOTE IS NOT WORKING

Ensure the remote is within the 20 foot range of the receiver
To reset the remote control: 1) Turn off power to fan using the wall switch or circuit breaker. 2) Remove batteries from remote. 3) Wait 10 seconds. 4) Replace batteries and turn power on
Check batteries to insure they are good and oriented correctly
Check to make sure the frequency switches (DIP Switches) from the remote to the receiver are set to the same frequency
Check the main and branch circuit fuses or breakers
If using a Variable Speed Wall Switch, ensure it is specifically designed for use with a ceiling fan.
Check the line wire connections to the fan and the switch wire connections in the switch housing per the instructions
If fan still does not work, please call Customer Service (1-800-986-3460)

## 2. THE FAN IS NOISY

Make sure all motor housing screws are tightened
Make sure the screws that attach fan blade to motor are tight
Make sure the wire nut connectors are not rattling against each other or the interior wall of the switch housing
Allow 24-hour break in period. Most noises associated with the new fan may disappear during this time
If using a ceiling light kit, make sure the glassware is secured tightly
Make sure there is a short distance/gap from the ceiling to the top of the canopy. The canopy should not touch the ceiling!
Make sure your ceiling box is secure and that the rubber isolator pads are used between the mounting bracket and outlet box

### 3. THE FAN WOBBLES

Verify all blades and blade bracket screws are secure (most fan wobble problems are caused by loose parts). Once fan is properly installed, run the ceiling fan for 10 minutes to let the fan self-adjust.

If wobble occurs after running the fan for 10 minutes, verify blade level using the following process:

a) select a point on the ceiling above the tip of one of the blades. Then select the fan blade and measure from the center of the selected blade to point on the ceiling. Rotate the fan until the next blade is positioned and repeat the measurement using the same point from the ceiling for every blade. Measurements should be within 1/8 inch.

b) If all deviation are less than 1/8 inch and the fan continues to wobble, please call Customer Service (1-800-986-3460) to order a complimentary Blade Balancing Kit

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### 4. LIGHT IS NOT WORKING

Check Bulb to make sure it is installed correctly

Remove non-working bulb and replace with a bulb that is known to be a good working bulb

To reset the remote control: 1) Turn off power to fan using the wall switch or circuit breaker. 2) Remove batteries from remote. 3) Wait 10 seconds. 4) Replace batteries and turn power on