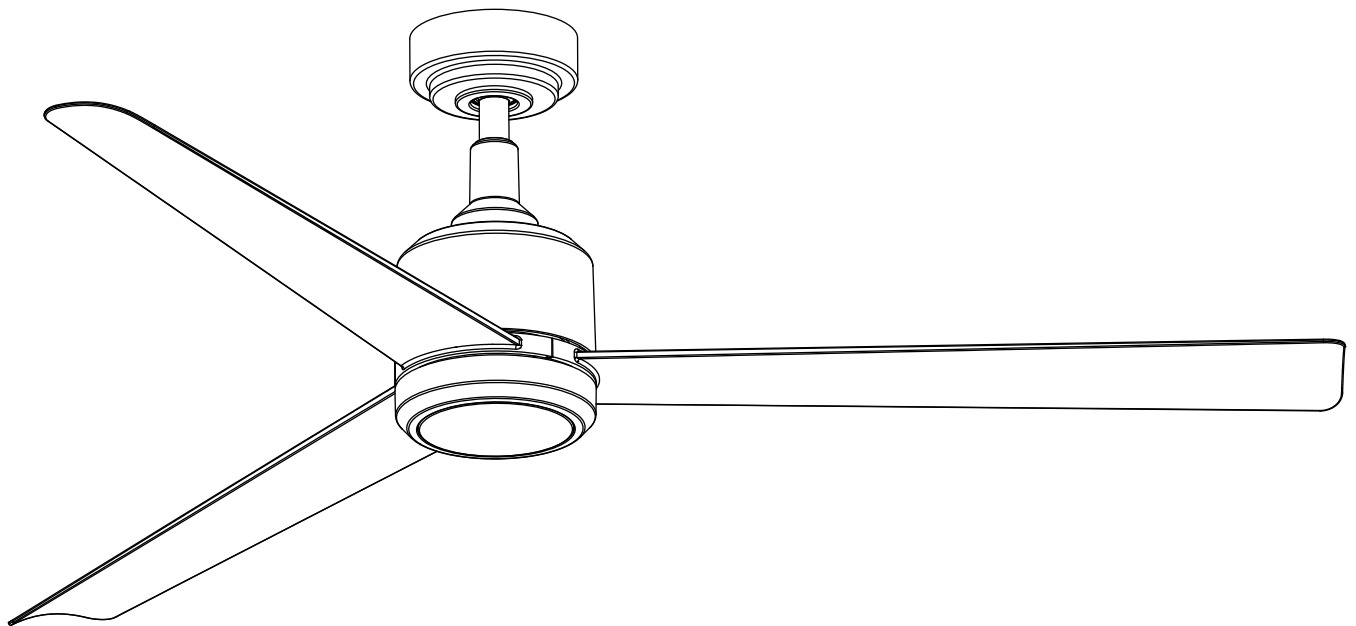


ALTITUDE

USE AND CARE GUIDE

TROY CEILING FAN



Questions, problems, missing parts?

Before returning to the store, call, text, or email Customer Service

Monday-Friday, 9 a.m. - 5 p.m., EST.

1-833-888-FANS (3267)

support@altitudefans.com

www.altitudefans.com

Thank you

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Safety Information

READ AND SAVE THESE INSTRUCTIONS

1. To reduce the risk of electric shock, ensure electricity has been turned off at the circuit breaker or fuse box before you begin.
2. All wiring must be in accordance with the National Electrical Code “ANSI/NFPA 70” and local electrical codes. Electrical installation should be performed by a qualified licensed electrician.
3. The outlet box and support structure must be securely mounted and capable of reliably supporting a minimum of 35 lbs (15.9 kg). Use only UL Listed outlet boxes marked “Acceptable for Fan Support of 35 lbs. (15.9 kg) or less.”
4. Do not place objects in the path of the blades.
5. Do not use water or detergents when cleaning the fan or fan blades. A dry dust cloth or lightly dampened cloth will be suitable for most cleaning.
6. After making electrical connections, spliced conductors should be turned upward and pushed carefully up into the outlet box. The wires should be spread apart with the grounded conductor and the equipment-grounding conductor on one side of the outlet box and ungrounded conductor on the other side of the outlet box.
7. All setscrews must be checked and retightened where necessary before installation.
8. Suitable for use in indoor/outdoor damp locations only.



Warning: To reduce the risk of personal injury, do not bend the blade brackets when installing the brackets, balancing the blades, or cleaning the fan. Do not insert foreign objects in between rotating fan blades.



Warning: To reduce the risk of personal injury, do not bend the blade brackets when installing the brackets, balancing the blades, or cleaning the fan. Do not insert foreign objects in between rotating fan blades.



Warning: To reduce the risk of fire, electric shock or personal injury, mount to outlet box marked “acceptable for fan support of 35 lbs. (15.9kg) or less” and use screws provided with the outlet box.



Warning: To avoid possible electrical shock, turn the electricity off at the main fuse box before wiring.



CAUTION: To reduce the risk of personal injury, use only the screws provided with the outlet box.



CAUTION: To avoid personal injury or damage to the fan and other items, use caution when working around or cleaning the fan.



CAUTION: The fan must be mounted with a minimum of 7 ft (2.1 m) clearance from the trailing edge of the blades to the floor.



CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



Warning: To reduce the risk of electrical shock, this must be installed with an isolating wall control/switch.

Warranty

We warrant the fan motor to be free from defects in workmanship and material present at time of shipment from the factory for a lifetime after the date of purchase by the original purchaser (excluding motor control devices and electrical components). The warranty is voided with use of any wall speed control device or electrical dimming switches, etc.... We also warrant the light kit, excluding any light bulbs, glass, or acrylic components to be free from defects in workmanship and material at the time of shipment from the factory for a period of three years after the date of purchase by the original purchaser. In addition, we warrant other fan parts, excluding blades to be free from defects in workmanship and material at the time of shipment from the factory for a period of one year after the date of purchase by the original purchaser. The warranty is void once the original purchaser or user ceases to own the fan or the fan is moved from its original point of installation. The warranty is void with use of any hanger bracket (non-Altitude or non-fan specific) other than the hanger bracket supplied and installed with this specific fan. We agree to correct such defects without charge or at our option replace with a comparable or superior model if the product is returned. To obtain warranty service, you must present a copy of the receipt as proof of purchase to the Altitude customer service team. All costs of removing and reinstalling the product are your responsibility. Damage to any part such as by accident, misuse, improper installation or by affixing any accessories, is not covered by this warranty. Because of varying coastal and other region environmental factors this warranty does not cover any changes in finish, including rusting, fading, pitting, corroding, tarnishing, or peeling. A certain amount of "wobble" is normal and should not be considered a defect. Servicing performed by unauthorized persons shall render the warranty invalid. There is no other express warranty. We hereby disclaim any and all warranties, including but not limited to those of merchantability and fitness for a particular purpose to the extent permitted by law. The duration of any implied warranty which cannot be disclaimed is limited to the time period as specified in the express warranty. Some states do not allow limitation on how long an implied warranty lasts, so the above limitation may not apply to you. The retailer shall not be liable for incidental, consequential, or special damages arising out of or in connection with product use or performance except as may otherwise be accorded by law. Some states do not allow the exclusion of incidental or consequential damages, so the above exclusion or limitation may not apply to you. This warranty gives specific legal rights, and you may also have other rights which vary from state to state. This warranty supersedes all prior warranties. Shipping costs for any return of product as part of a claim on the warranty must be paid by the customer.

Contact the Customer Service Team at 1-833-888-FANS (or 3267) or visit www.altitudefans.com

Pre-Installation

SPECIFICATIONS

Size	Speed	Volts	Amps	Watts	RPM	CFM	Net Weight	Gross Weight	Cu. Ft.



NOTE: These are approximate measures. They do not include the amps and wattage used by the light kit.

TOOLS REQUIRED



**Philips
Screwdriver**



**Step
ladder**



**Wire
stripper**



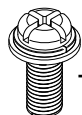
**Electrical
tape**

Pre-Installation (continued)

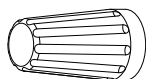
HARDWARE INCLUDED



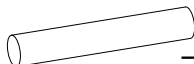
NOTE: Hardwares not shown to actual size



AA



BB



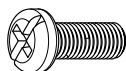
CC



DD



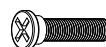
EE



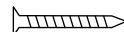
FF



GG



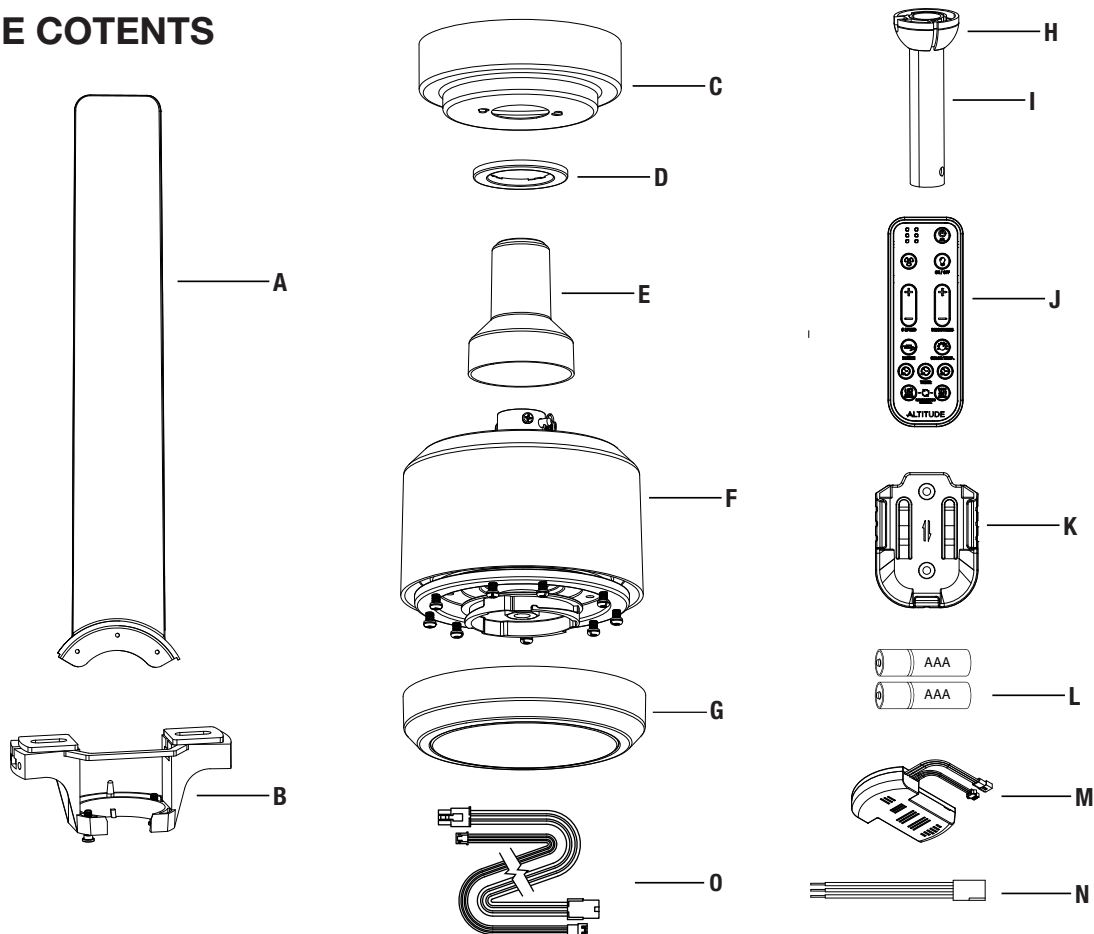
HH



II

Part	Description	Quantity
AA	Blade to Motor Screw	10
BB	Wire nuts	3
CC	Cross pin (preassembled)	1
DD	Hitch pin (preassembled)	1
EE	Lock pin (preassembled)	1
FF	Hanger ball set screw (preassembled)	1
GG	Fan motor assembly coupling set screw (preassembled)	2
HH	Mounting bracket shoulder screw (preassembled)	2
II	Remote control holder mounting screws	2

PACKAGE COTENTS



Part	Description	Quantity
A	Blade	3
B	Mounting Bracket	1
C	Canopy	1
D	Canopy Cover	1
E	Coupling Cover	1
F	Fan Motor Assembly	1
G	Light Kit Assembly	1
H	Hanger Ball (Preassembled)	1
I	Downrod (Preassembled)	1
J	Remote Control	1
K	Remote Control Holder	1
L	AAA Batteries	2
M	Remote Control Receiver	1
N	Remote Control Receiver power connector wire	1
O	Extension Cables	1

Installation

Mounting Options



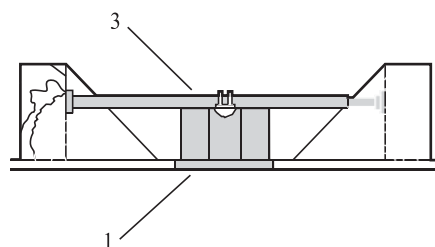
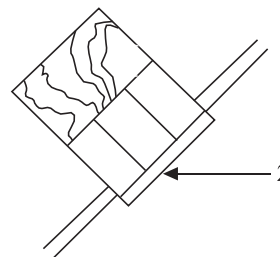
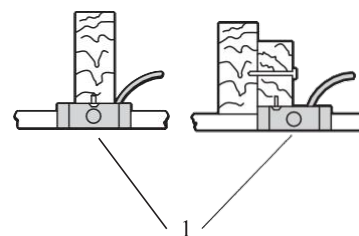
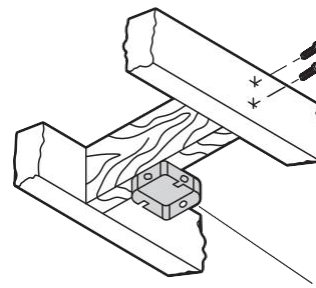
WARNING: To reduce the risk of fire, electric shock, or personal injury, mount the fan to an outlet box marked acceptable for fan support. An outlet box commonly used for the support of lighting fixtures may not be acceptable for fan support and may need to be replaced. If in doubt, consult a qualified electrician.

If your ceiling fan does not have an existing UL-listed mounting box, then install one using the following instructions:

- ☐ Disconnect the power by removing the fuses or turning off the circuit breakers.
- ☐ Secure the outlet box (1) (not included) directly to the building structure. Use appropriate fasteners and materials (not included). The outlet box and its bracing must be able to fully support the weight of the moving fan (at least 35 lbs.). Do not use a plastic outlet box.
- ☐ The illustrations to the right show three different ways to mount the outlet box (1) (not included).
- ☐ To hang your fan where there is an existing fixture but no ceiling joist, you may need an installation hanger bar (3) (not included), as shown.



Note: You may need a longer downrod to maintain proper blade clearance when installing on a steep, sloped ceiling. The maximum angle allowable is 29°.



Assembly - Hanging the Fan

1 Attaching the mounting bracket to the electrical box

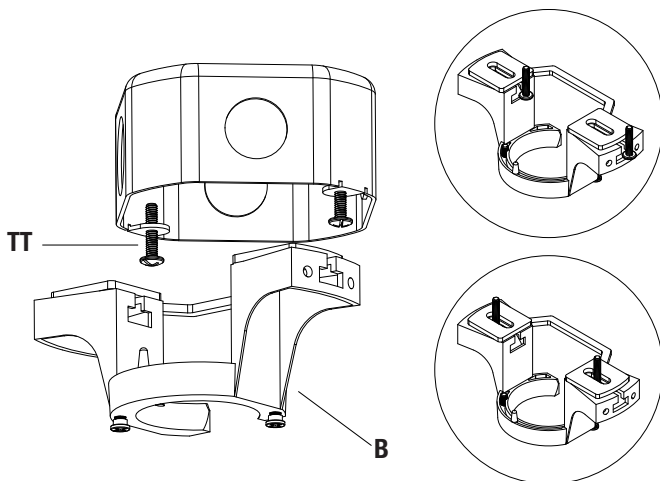


Warning: To reduce the risk of fire, electric shock, or other personal injury, mount the fan only to an outlet box or supporting system marked acceptable for fan support and use the mounting screws provided with the outlet box.



Note: The slide-on mounting bracket (B) is designed to slide into place on an outlet box with the outlet box screws (TT) installed.

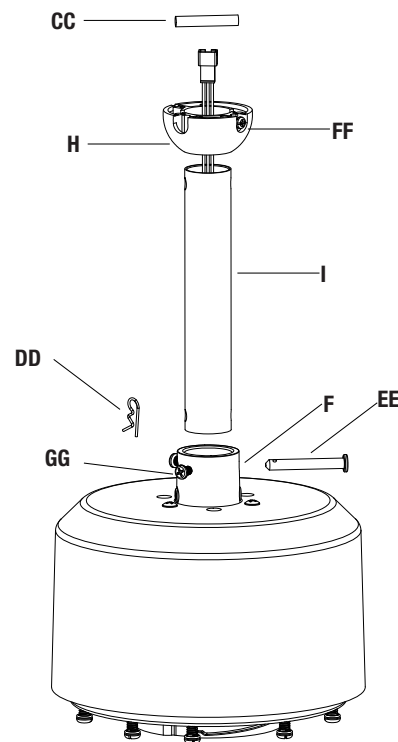
- Loosen the two mounting screws (TT) in the the outlet box. Slide the slide-on mounting bracket (B) onto the mounting screws (TT) and center the slide-on mounting bracket (B) in relation to the outlet box.
- The flat side of the slide-on mounting bracket (B) should face toward the outlet box as shown.
- Securely tighten the two mounting screws (TT).



Note: The warranty is void with use of any mounting bracket other than the mounting bracket supplied and installed with this specific fan.

2 Attaching the downrod to the fan motor assembly

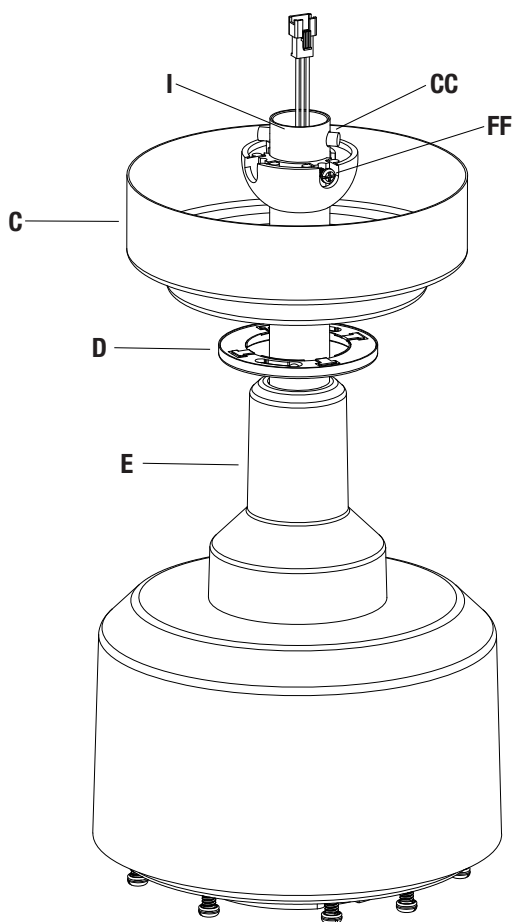
- Loosen the two fan motor assembly coupling set screws (GG) from the fan motor assembly (F) coupling.
- Remove the hitch pin (DD) and lock pin (EE) from the downrod (I). Remove the hanger ball (H) from the downrod (I) by loosening the hanger ball set screw (FF), and removing the cross pin (CC), then sliding the hanger ball (H) off the downrod (I).
- Carefully feed the fan wires up through the downrod (I). Insert the downrod (I) into the fan motor assembly (F) coupling, line up the holes and replace the lock pin (EE) and the hitch pin (DD). Tighten the set screws (GG).



- If desired, blades can be installed at this point. Skip to Step 7, complete, and return here to continue the installation. Otherwise, continue to Step 3.
- If using a longer downrod, connect the extension cables (O) to the wires coming from the fan, then feed wires through the downrod (I).

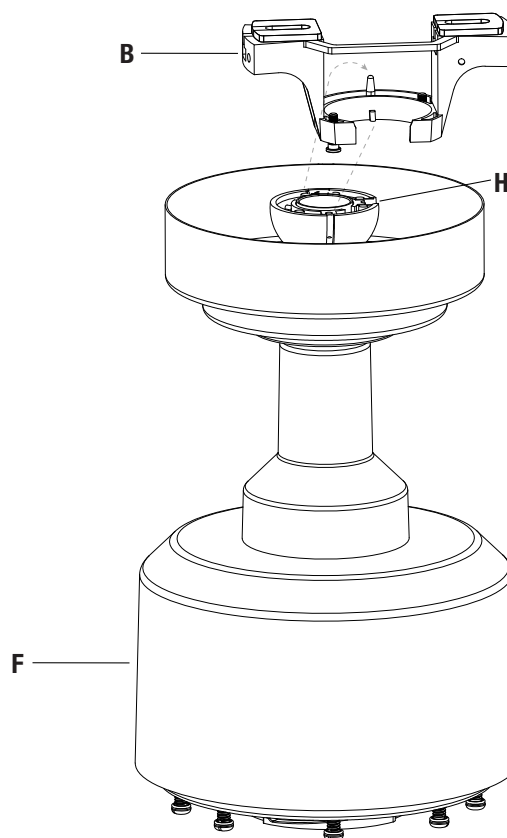
3 Attaching the coupling cover, and canopy to the downrod

- Slip the coupling cover (E), canopy cover (D) and canopy (C) onto the downrod (I). Carefully reinstall the hanger ball (H) onto the downrod (I), and ensure the cross pin (CC) is in the correct position, the hanger ball set screws (FF) are tight, and the wires are not twisted.



4 Hanging the fan motor assembly from the mounting bracket

- Lift the fan motor assembly (F) into position, and place the hanger ball (H) into the mounting bracket (B). Rotate the fan motor assembly (F) until the check groove drops into the registration slot and seats firmly. The downrod (I) should not rotate if this is done correctly.



Assembly - Hanging the Fan (Continued)

5 Making the electrical connections



Warning: To avoid possible electrical shock, ensure the electricity is turned off at the circuit breaker or main fuse box before wiring.



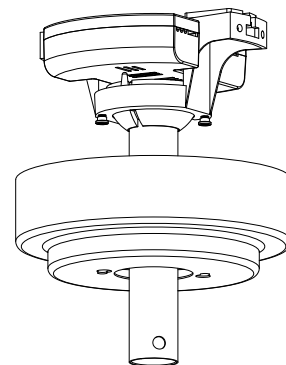
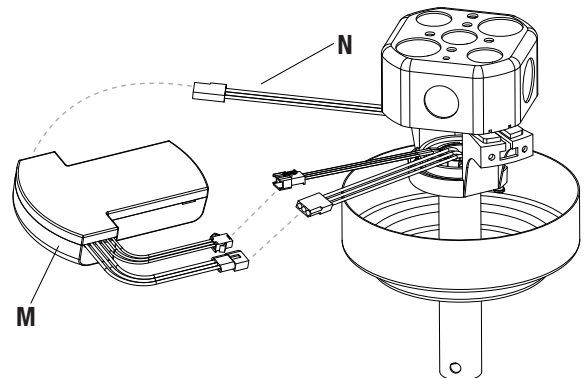
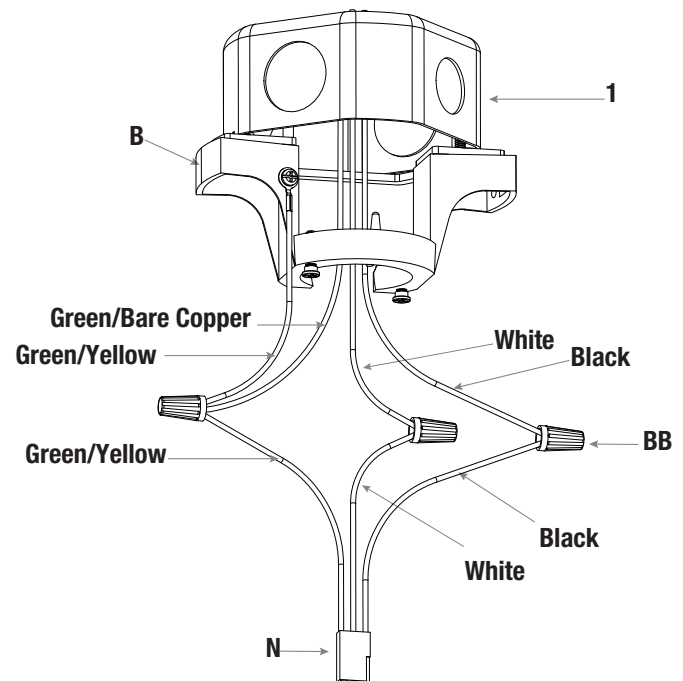
Warning: Check to see that all connections are tight, including the ground, and that no bare wire is visible at the wire nuts, except for the ground wire.

If you feel you do not have enough electrical wiring knowledge or experience, have your fan installed by a licensed electrician.

- ☐ Follow the steps below to connect the fan to your house supply wires. Secure the wire nuts (BB) supplied with your fan by wrapping the connections with electrical tape.
- ☐ Connect the black (hot) wire from the ceiling to the black wire from the remote control receiver power connector wire (N).
- ☐ Connect the white (neutral) wire from the ceiling to the white wire from the remote control receiver power connector wire (N).
- ☐ If your outlet box (1) has a ground wire (green or bare copper), connect it to the yellow/green (ground) wire from the remote control receiver power connector wire (N); otherwise connect the yellow/green ground wire from the remote control receiver power connector wire (N) to the yellow/green coming from the mounting bracket (B).
- ☐ After connecting the wires, spread them apart so the green/yellow and white are on one side of the outlet box (1) and the black wires are on the other side.
- ☐ Plug the remote control receiver power connector wire (N) and the two sets of wires coming from the downrod into the remote control receiver (M).
- ☐ Insert the remote control receiver into the mounting bracket.

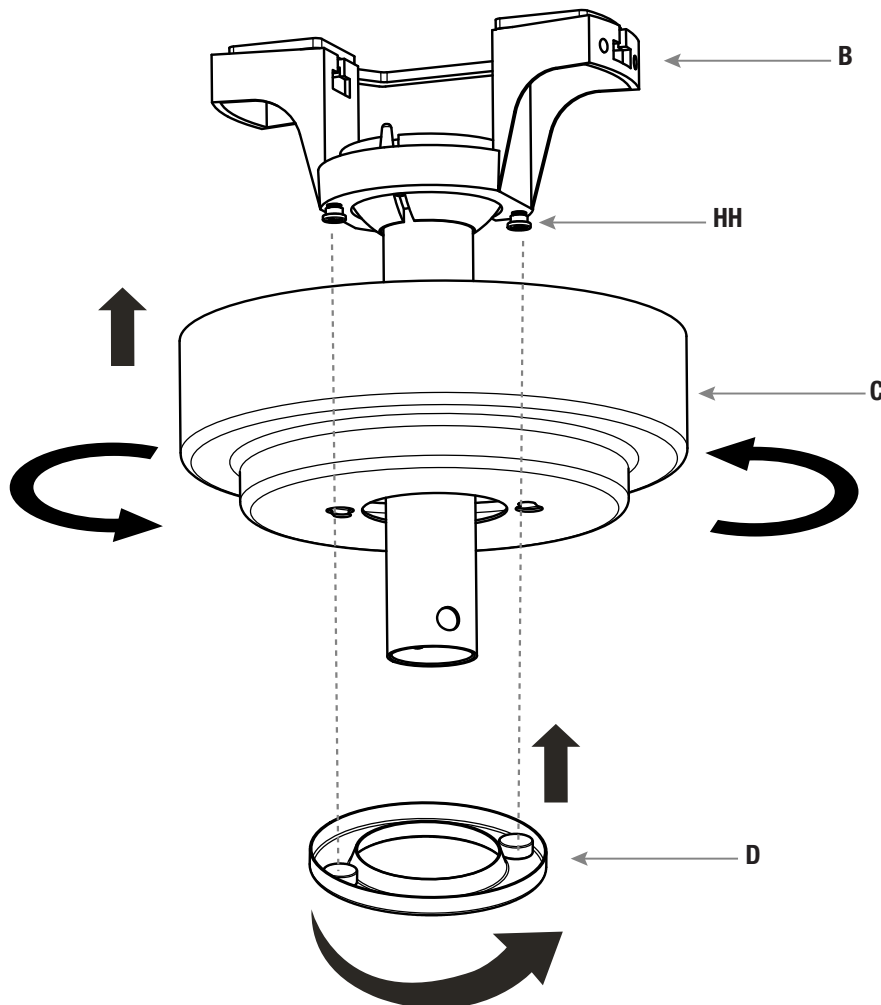


Note: The warranty is voided with use of any wall mounted speed control device or electrical dimming switches, etc.... The fan is designed to be controlled with use of the hand held remote.



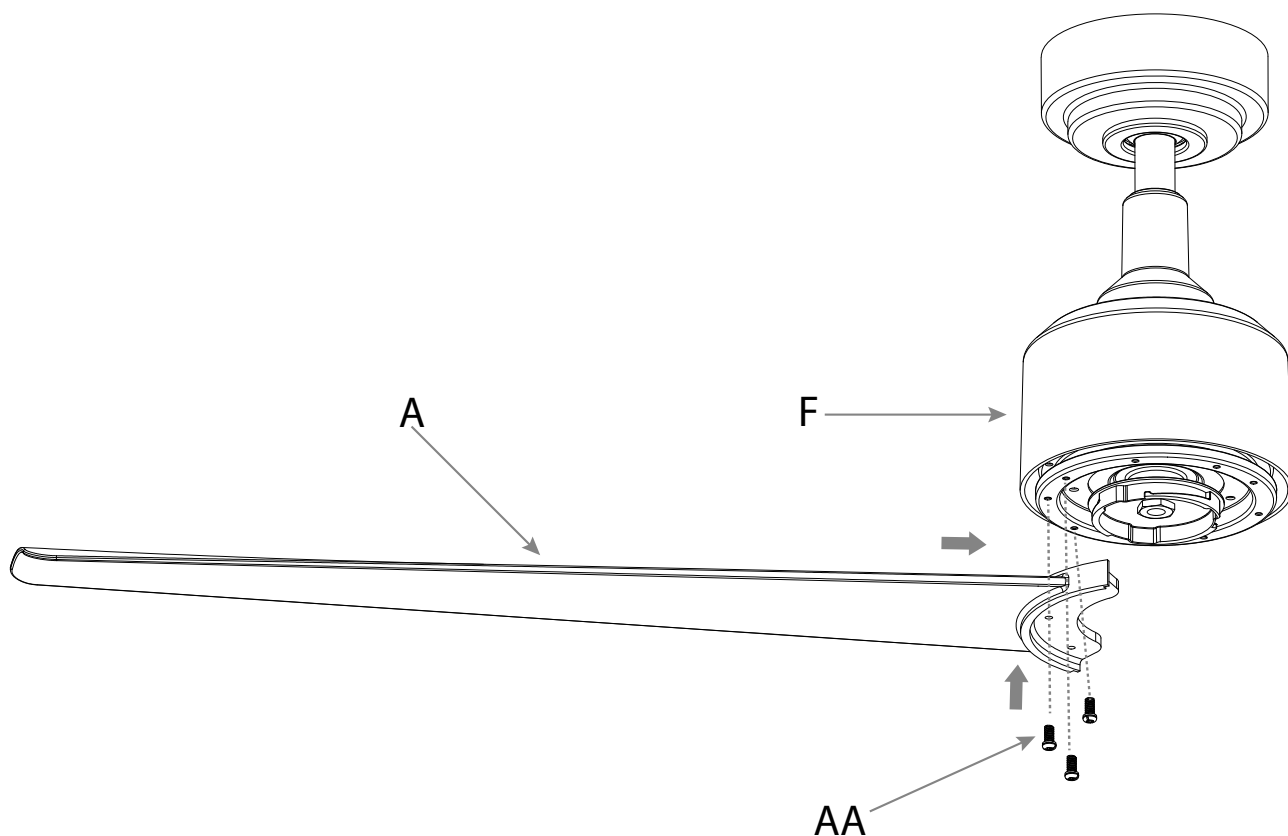
6 Securing the fan assembly to the mounting bracket

- ☐ Loosen two mounting bracket shoulder screws (HH) slightly.
- ☐ Slide the Canopy (C) up to the mounting bracket (B) and place the two keyholes on the canopy (C) over the two loosened shoulder screws (HH) on the mounting bracket (B). Turn the canopy (C) clockwise until the canopy (C) locks in place at the narrow section of the keyhole.
- ☐ Securely tighten the two shoulder screws (HH).
- ☐ Slide the canopy cover (D) up until it successfully attaches to the canopy (C)



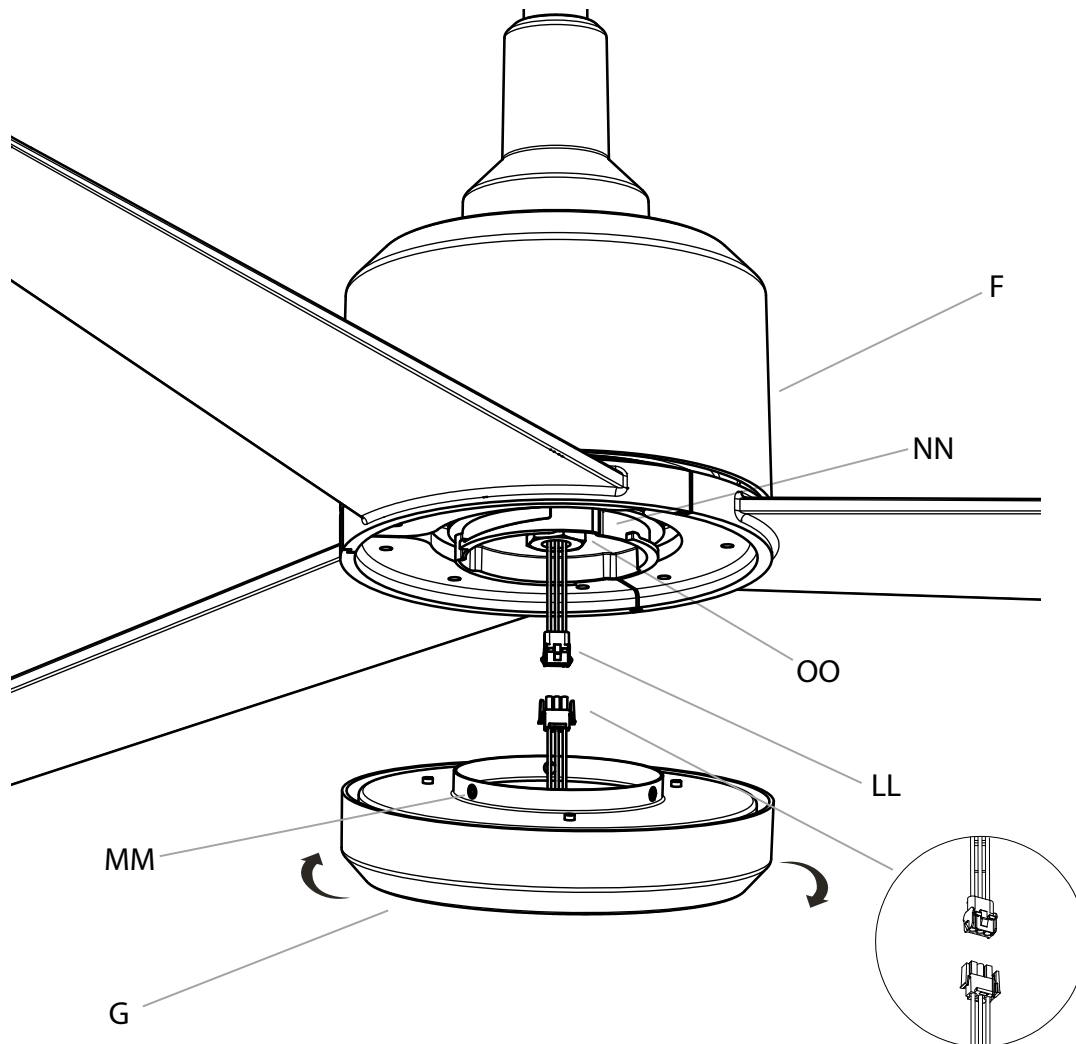
7 Fastening the blades to the fan motor assembly

- Attach fan blades (A) to the fan motor assembly (F) using the blade to motor screws (AA).



8 Fastening the light kit assembly to the fan motor assembly

- Connect the plug exiting the bottom of the fan motor assembly (F) to the plug coming from the light kit assembly (G).
- Insert the light kit assembly (G) into the bottom of the fan motor assembly (F), aligning the three raised dimples (MM) on the top flange of the light kit assembly (G) with the three open slots (NN) on the flange (OO) located on the bottom of the fan motor assembly (F).
- Turn the light kit assembly (G) clockwise until it stops.
Note: Check to ensure proper engagement and tight fit.



Operation

REMOTE CONTROL OPERATING INSTRUCTIONS

- ❑ Install 2 AAA batteries (L) into the Remote control (J). To prevent damage to the remote control, remove the batteries if not used for long periods of time.



WARNING: Do not short-circuit, disassemble, heat up, connect improperly, or dispose of used batteries in fire. Do not recharge or mix batteries with used or other battery types. Immediately remove used batteries.

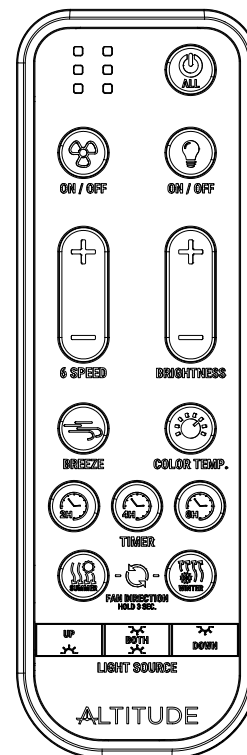


WARNING: Chemical Burn Hazard. Keep batteries away from children. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep it away from children. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.



WARNING: a) The Batteries shall be disposed of properly, including keeping them away from children
b) Even used Batteries may cause injury.

J —————



LEARNING/PAIRING PROCESS

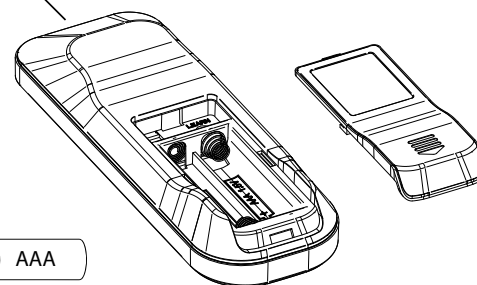
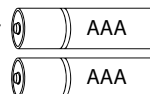


NOTE: The remote control has already been paired to the ceiling fan for your convenience. If the remote control does not communicate with the fan, follow the pairing instructions below.

- ❑ Confirm that the power to the fan is off at either the wall switch or breaker box.
- ❑ Return power to the fan and within 60 seconds, press and hold down the Fan ON /Off button until the LEDs located on the remote start flashing. Once pairing is successful, the fan will beep 3 times and the downlight - if equipped- will flash 3 times in acknowledgment.
- ❑ Use the same steps for the remote to control multiple fans. To begin the process confirm that the power going to all fans is off at either the wall switch or breaker box. Return power to all fans and within 60 seconds press and hold down the Fan ON /OFF button until the LEDs located on the remote start flashing. All fans will beep 3 times and the downlights -if equipped - will flash 3 times in acknowledgment.

J —————

L —————



Operation (continued)

1. Fan  button. - Press and release the  button to turn the fan and light on or off all at the same time.

- ☐ Fan off. The fan memory function will store the current setting for the next time the fan is in use.
- ☐ Press and release  button one time will turn the fan motor on or off.

2. 6 Speed functions

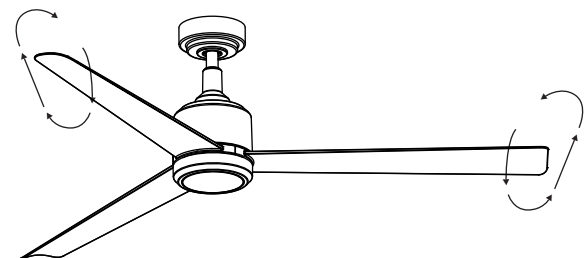
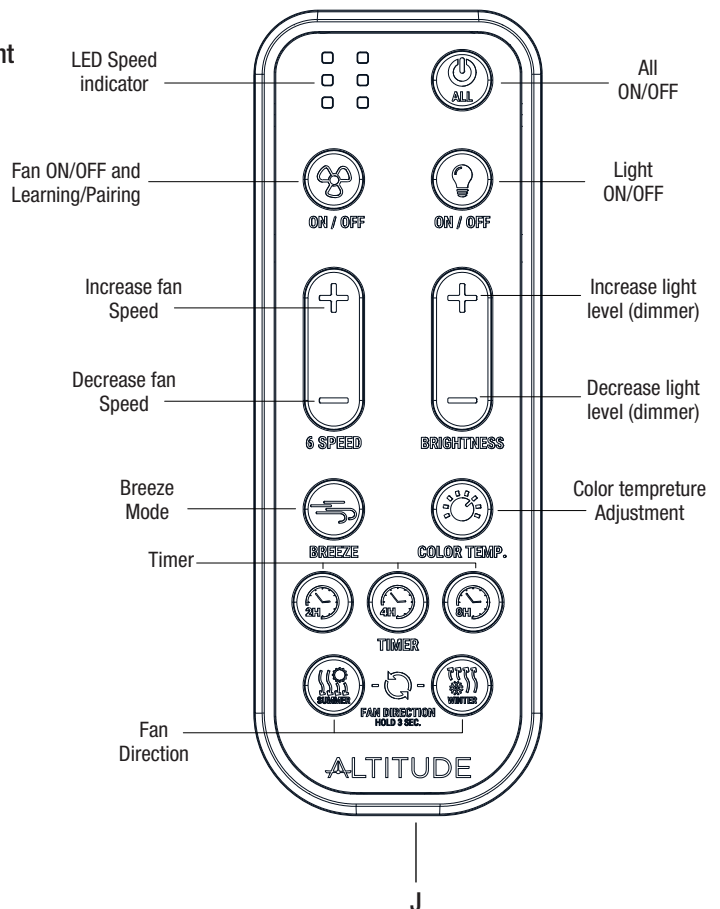
Press + to increase the desired blade speed.
Press - to decrease the desired blade speed.

- ☐ Press and release button one time will change the speed of the fan. Number of LED's lit on the remote corresponds to the selected speed. Fan speed up and Fan speed down buttons can be pressed and held.

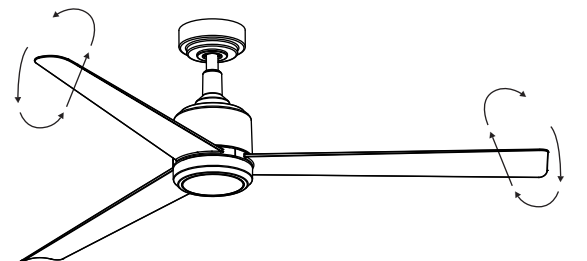
3. Light functions

- ☐ Press and release  button one time will turn the light on or off.
 - ☐ Press + to increase the desired light level.
 - ☐ Press - to decrease the desired light level.
 - ☐ Press and release  button to turn On/Off Breeze mode. The fan will change to random speeds at random times. Breeze mode is also turned off when the user changes fan speed.
 - ☐ Press and release  button sets the desired light kit color temperature. There are 6 color temperature (CCT) levels 2700, 3000, 3500, 4000, 5000, 6500 Kelvin.
 - ☐ Press one of the timer buttons to allow the fan to run for 2, 4 or 8 hours before automatically turning the fan off.
4. Press and release  button for downward air flow.
Press and release  button for upward airflow.
- ☐ (Counterclockwise Direction) A downward air flow creates a cooling effect. This allows you to set your air conditioner on a higher setting without affecting your comfort.
 - ☐ (Clockwise Direction) An upward air flow moves warm air off the ceiling. This allows you to set your heating unit on a lower setting without affecting your comfort.

5. Press and release  one time to operate the uplight function.
Press and release  one time to operate the uplight and downlight function at the same time.
Press and release  one time to operate the downlight function



Summer Button - (Forward)
A downward airflow creates cooling effect. This allows you to set your air conditioner on a higher setting without affecting your comfort.

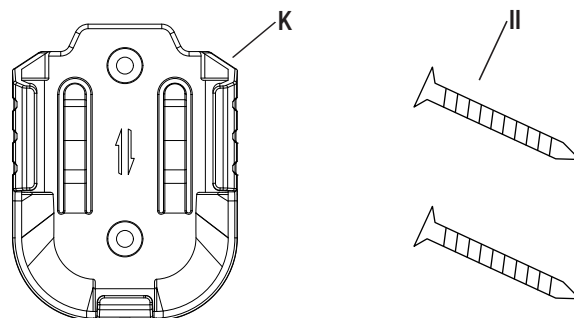


Winter Button - (Reverse)
An upward airflow moves warm air off the ceiling. This allows you to set your heating unit on a lower setting without affecting your comfort.

Operation (continued)

INSTALLING THE REMOTE CONTROL HOLDER

- Attach the remote control holder (K) with the two remote control holder mounting screws (II).



Care and Cleaning

Do

- Check the support connections, brackets, and blade attachments twice a year. Ensure they are secure. Because of the fan's natural movement, some connections may become loose over time. It is not necessary to remove the fan from the ceiling.
- Clean your fan periodically. Use only a soft brush or lint-free cloth to avoid scratching the finish. The plating is sealed with a lacquer to minimize discoloration or tarnishing.

Do Not

- Do not use water when cleaning. Water could damage the motor, or the wood, or possibly cause an electrical shock.
- Do not apply oil to your fan or motor. The motor has permanently-lubricated sealed ball bearings.

Troubleshooting



WARNING: The remote control has already been paired to the ceiling fan for your convenience. If the remote control does not communicate with the fan, follow the pairing instructions below.

Problem	Solution
The fan will not start.	☐ Check main and branch circuit fuses or breakers.
	☐ Check the wire connections to the fan, wall mounted standard switch and/or circuit breaker.
	☐ Reset the hand held remote control by going through the transmitter "Learning/Pairing Process"
The fan sounds noisy.	☐ Make sure all motor housing screws are snug.
	☐ Make sure the screws that attach the fan blade to the motor are tight.
	☐ Make sure wire nut connections are not rattling against each other inside the electrical box.
	☐ Allow a 24-hour "breaking-in" period. Most noises associated with a new fan disappear during this time.
	☐ If using the ceiling light kit, make sure the screws securing the glassware are tight. Check that the light kit is also secure.
	☐ Make sure there is a short distance from the ceiling to the canopy. It should not touch the ceiling.
The remote control is not working.	☐ Make sure your ceiling electrical box is secure as well as the fan mounting bracket. Check to make sure rubber isolator pads (preassembled to the mounting bracket) are used between the mounting bracket and outlet box.
	☐ Do not connect the fan with wall mounted variable speed control(s) or dimming devices.
The fan wobbles.	☐ Reset the hand held remote control by going through the "Learning/Pairing Process"
	☐ Check that all blade and/or blade arm screws are secure.
	☐ Most fan wobble problems are caused when blade levels are unequal. Check this level by selecting a point on the ceiling above the tip of one of the blades. Measure from a point on the center of each blade to the point on the ceiling. Rotate the fan until the next blade is positioned for measurement. Repeat for each blade. Measurements deviation should be within 1/8 in. Run the fan for 10 minutes.

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION:

Any changes or modifications not expressly approved by the guarantee of this device could void the users authority to operate the equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

The following responsible party designated in FCC §2.909 is responsible for this declaration:

Model Number: TROY-60-MBK-MBK

Company Name: Altitude Air & Fan LLC

Company Address: 3500 Boca Raton Blvd - Suite 717 Boca Raton, FL 33431 United States of America

Telephone Number: 1- 833-888-FANS (3267)

ALTITUDE

Questions, problems, missing parts?

Before returning to the store, call, text, or email Customer Service
Monday-Friday, 9 a.m. - 5 p.m., EST.

1-833-888-FANS (3267)
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Thank you

Retain this manual for future use.