

# INSTRUCTION MANUAL



## 20" CEILING HUNG FAN

Model: HI-FAN-20CEIL-WR-RM-1P



PLEASE READ AND SAVE THIS INSTRUCTION

*Attention: Pictures in the IM are for reference only.*

# SAFETY INFORMATION

## Intended Use:

This product is intended for commercial applications. Use only with electrical wiring that is in good working order and that meets applicable codes and ordinances. If you have any questions whether your wiring is adequate, consult a qualified electrician.

This fan is suitable for outdoor use.

While using your fan, you should follow the important instructions listed below. As part of those instructions, we have used the word "WARNING" to indicate the level of hazard: WARNING indicates a hazard which, if not avoided, could result in injury or death.

## IMPORTANT INSTRUCTIONS

As with all electrical appliances, basic safety precautions should always be followed to reduce the risk of electric shock, fire, or injury to persons, including the following precautions:

- This fan is applicable only for gazebos or pagodas where a reliable mounting bracket is provided.
- Ensure the hanging structure can support a minimum weight of 65 lbs. If you are not sure the hanging structure can support the weight, do not attempt to install this fan as it may fall and cause damage to the fan or personal injury. Contact a qualified, licensed electrician for information regarding proper mounting methods in your area.
- Read all the instructions before using this fan.
- Use this fan only as described in this manual. Any other use not recommended by the manufacturer may cause electrical shock, fire or injury to persons.
- Do not operate the fan with a damaged power cord or after the fan malfunctions or has been dropped in any manner.
- Use of extreme caution is necessary when any fan is used by or near children, disabled persons or pets and whenever the fan is left operating unattended.
- Always unplug fan when not in use, when moving from place to place, when assembling or disassembling parts, and before cleaning.
- The use of attachments, not recommended or sold by the manufacturer, may cause hazards.
- Automatically operated device - To reduce the risk of injury, disconnect from power supply before servicing.
- If the power supply cord is damaged, contact your local service center or a qualified electrician to install an appropriate replacement cord to prevent any injury or damage.
- Do not use an extension cord with this fan.
- To reduce the risk of injury to persons, install fan at least 2.1m(7 feet) above the floor.
- Do not use fan in window. Rain may cause electrical hazard (for non-window models).
- Do not operate the fan with blade guards or any safety device removed.
- Avoid the use of extension cords due to risk of fire. If an extension cord must be used, the cord must be minimum 14 AWG and rated not less than 1875 watts.
- Do not run power cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic area where it will not be tripped over.

- Do not insert or allow any object to enter any openings on the fan. Doing so may cause electric shock and/or fire hazard. Avoid contact with moving parts.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure they do not play with the appliance.

### **WARNING: Shock hazard**

Use your fan only in dry environments. This fan is not intended for use in a bathroom, laundry area, or similar locations, or near sinks, washing machines, swimming pools or other sources of water. Never locate fan where it may fall into a bathtub or other water receptacle. Do not use in damp environments such as flooded basements.

### **WARNING: Hot Surfaces**

Do not touch fan motor when in use. This motor is hot when in use, to avoid burns, do not let bare skin touch hot surfaces.

### **WARNING: Fire Hazard**

Fans have arcing or sparking parts inside. Do not use near combustible materials or flammable gases or sources of heat. DO NOT USE in areas where gasoline, paint or flammable materials are used or stored. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire, or damage the fan.

### **WARNING: Electrical Shock Hazard**

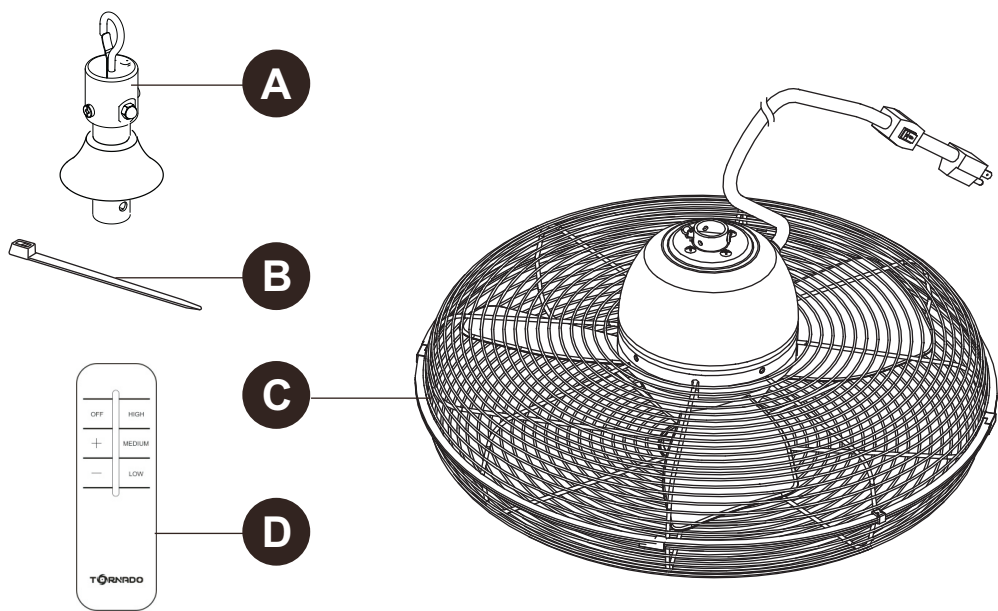
Do not use with damaged cord or plug. Use with adequate electrical system that is up to code. Power cord will not support the weight of a fixture; pulling power cord will result of the fixture falling, with the possibility of personal injury and the danger of electrical shock or fire.

### **CAUTION: To Reduce the Risk of or Electric Shock,** connect only to an outlet provided with a ground fault circuit interrupting device.

### **WARNING: To Reduce the Risk of or Electric Shock,** do not use this product with any solid-state speed control device.

### **WARNING: To Reduce the Risk of or Fire, Electric Shock or Injury to Persons,** do not use replacement parts that have not been recommended by the manufacturer (e.g. parts made at home using a 3D printer).

# PARTS



| PART | DESCRIPTION      | QUANTITY |
|------|------------------|----------|
| A    | Downrod Assembly | 1        |
| B    | Cable Ties       | 1        |
| C    | Fan Head         | 1        |
| D    | Remote           | 1        |

# ASSEMBLY INSTRUCTIONS

**⚠ IMPORTANT :**

To avoid damaging the wire and plug due to over-pulling or To prevent damage to the wire and plug from over-pulling. Turn off the circuit breakers and wall switch connected to the fan's power supply line.

1. Choose the desired mounting method:

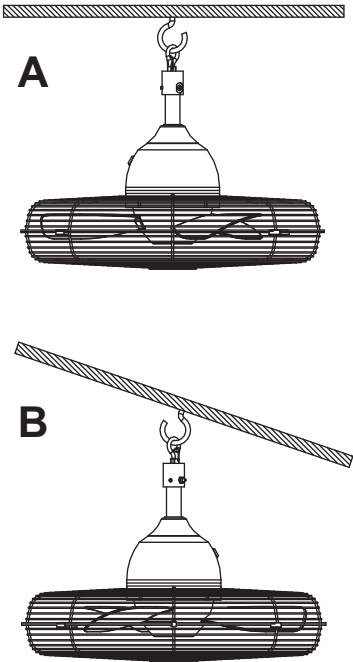
**A. Standard Mounting:**

**Note:** For a ceiling higher than 8 ft., you can purchase an extension downrod.

**B. Angle Mounting:**

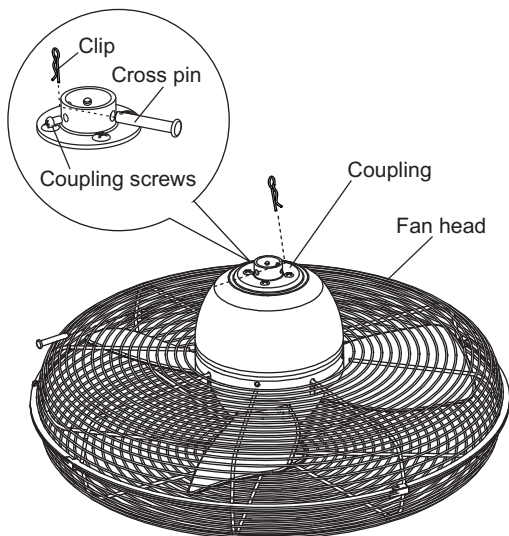
Angle mounting is used for vaulted or angled ceilings.

**Note:** The preferred mounting method is to gazebos or pagodas. However, other mounting methods are also supported. For example, the fan can be mounted on a drywall, provided the surface supports a minimum weight of 65 lbs.

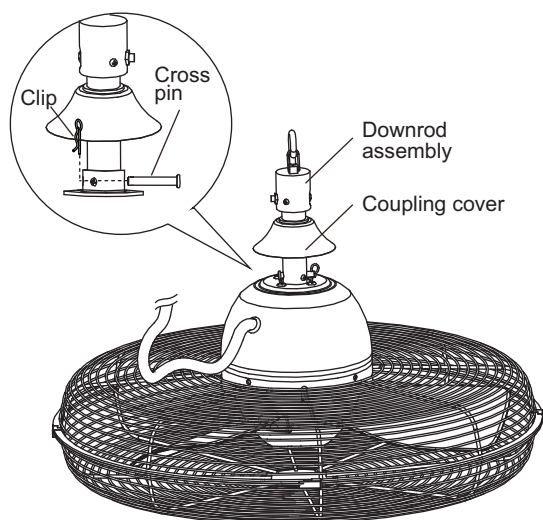


# ASSEMBLY INSTRUCTIONS

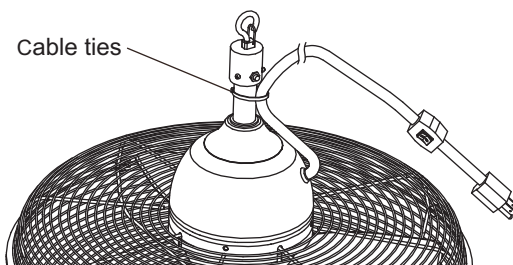
2. Remove the clip and cross pin from the coupling on the fan head. Loosen the coupling screws and secure them with cable ties during assembly.



3. Insert downrod assembly through coupling cover into coupling. Make sure to align the hole in downrod assembly with the hole in coupling. Install cross pin through coupling and downrod assembly. Insert clip into cross pin until it snaps into place. Tighten coupling screws and slide the coupling cover onto the motor body.

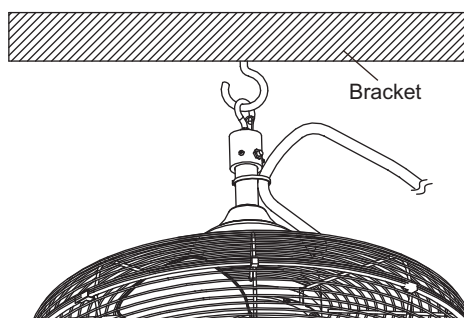


4. Secure the wire from the motor body to the downrod of the fan head.



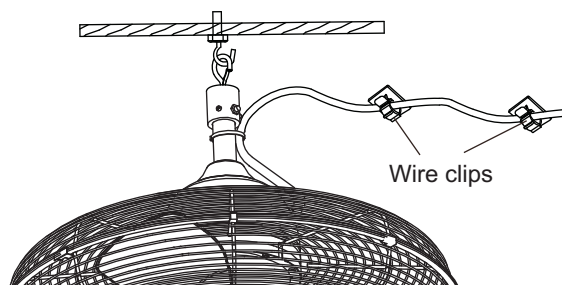
5. For ceiling-mount installations, first attach a standard mounting bracket (not included) to the ceiling or outdoor gazebo/pagoda, following the bracket instructions. Then, attach the fan assembly to the mounting bracket using the spring clip on the downrod assembly.

**⚠ WARNING:** Ensure the hanging structure can support a minimum weight of 65 lbs and allow enough depth for safety mounting. If you are not sure the hanging structure can support the weight, do not attempt to install this fan as it may fall and cause damage to the fan or personal injury.



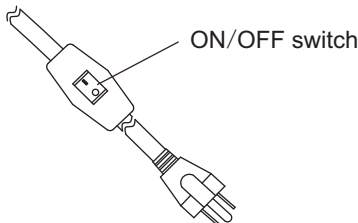
6. Peel the backing off the adhesive tape stripes on the bottom of the wire clips. Attach the wire clips as needed to the wall or ceiling and press gently. Clip the power cord to the wire clips. Plug the power cord into a ground 3-prong outlet. Once you restore power to the house, the fan is ready to use.

NOTE: Wire clips NOT SUPPLIED

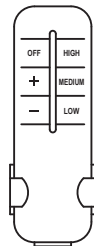


# OPERATING INSTRUCTIONS

1. Press the ON/OFF switch button of the power cord repeatedly to cycle through the speeds: Low, Medium, High, and Off.



2. Press the button on the remote to select the desired airspeed: Low, Medium, High, or Off.



Rating: 120V~ 60Hz 0.8A

# CARE AND MAINTENANCE

## Cleaning:

**CAUTION:** Before cleaning the fan be sure to disconnect power cord from the plug. Use a clean damp cloth to clean the grille surface. Do not use harsh chemical or abrasive cleaners. **DO NOT IMMERSE THE FAN OR ANY WIRES IN WATER.** Replace front grille before fan use. Allow fan to air dry completely before reconnecting to power. Periodic grille cleaning with a vacuum will prevent dust build up. The internal motor bearings are permanently lubricated at the factory and do not require any additional lubrication.

## Maintenance:

The Internal motor bearings are permanently lubricated at the factory and do not require any additional lubrication.

## Repair:

**NOTE:** DO NOT OPERATE THE FAN WITHOUT THE GRILLE IN PLACE. DO NOT USE THE FAN IF IT HAS MALFUNCTIONED OR BECOME DAMAGED IN ANY WAY.

## Storage:

Keep original carton for storage of the fan. Coil and tie the power cord to avoid damage during storage.

# TROUBLESHOOTING

| PROBLEM               | POSSIBLE CAUSE                                                                                                        | CORRECTIVE ACTION                                                                                                                                                                                                                |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Fan does not move  | 1. Power is off.<br>2. Poor wire connection.                                                                          | 1. Turn power on.<br>2. Turn power off. Loosen canopy, check all connections.                                                                                                                                                    |
| 2. Noisy operation    | 1. Blades are loose.<br>2. Blade is cracked.<br>3. Non-approved speed control.                                        | 1. Tighten all blade screws.<br>2. Replace blades (call customer service for special replacement).<br>3. Replace with an approved speed control device.                                                                          |
| 3. Excessive wobbling | 1. Unbalanced blades.<br>2. Blades are loose.<br>3. Fan not securely mounted.<br>4. Fan too close to vaulted ceiling. | 1. Switch with blade from opposite side.<br>2. Tighten all blade screws.<br>3. Turn off power. Carefully loosen canopy, and remount securely.<br>4. Lower or move fan. Extension downrod may be offered (call customer service). |

## LIMITED ONE - YEAR WARRANTY

Hexago LLC warrants this product to be free of defects in material and workmanship for the applications specified in the Owner's Manual for a period of 12 months for the whole fan from date of purchase. This warranty only applies to the original purchaser of this product.

This warranty excludes damage, accidental or otherwise, to the unit not caused by a defect in material or workmanship.

The warranty also excludes damage caused by misuse, tampering, modification, misassembly, repairs or alternations, or failure to adequately maintain and care for the unit. Operating this product under any conditions others than those recommended or at voltages other than indicated will also void this warranty. For warranty issues, contact the place of purchase for repair/ replacement opportunities. The original dated receipt or proof of purchase must accompany all returns.

All warranties, expressed or implied, are limited for 12 months for the whole fan from the date of purchase. Please contact us at [www.tornadofans.com](http://www.tornadofans.com) if you have any questions. Tornado is a registered trademark of Hexago LLC.

Some states do not allow for the limitation or exclusion of incidental or consequential damages, or do not allow limitation on implied warranties. The above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and may also include other rights that vary state by state.

**Customer service email: [info@tornadofans.com](mailto:info@tornadofans.com)**

**Website: [www.tornadofans.com](http://www.tornadofans.com)**

2024.03

**FOR CALIFORNIA CONSUMERS**  **WARNING: This product can expose you to chemicals including lead and phthalates, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).**