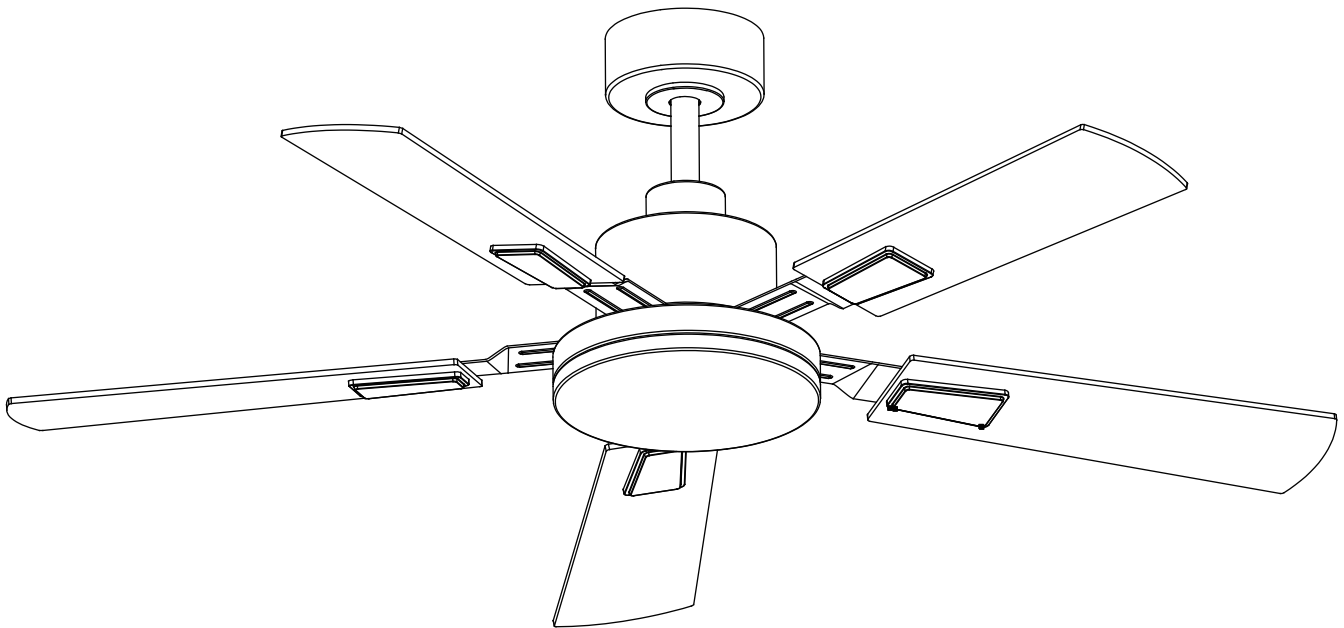


INSTALLATION & USER MANUAL

CEILING FAN WITH LIGHT



ITEM #32028

Customer Service: [support@ ceilingfanhelp.com](mailto:support@ceilingfanhelp.com)

Troubleshooting Guide

If you have difficulty operating your new ceiling fan it may be the result of incorrect assembly, installation, or wiring. In some cases these installation errors may be mistaken for defects. If you experience any faults please check this troubleshooting guide.

	Problem	Suggested Remedy
1	If fan does not work.	☐ Check the main and branch circuit fuses or breakers. ☐ Check the line wire connections to the fan and switch wire connections in the switch housing. ☐ Check the battery in the remote control.
2	If fan sounds noisy.	☐ Ensure all motor housing screws are snug. ☐ Ensure the screws that attach the fan blade bracket to the motor hub are tight. ☐ Ensure the wire nut connections are not rattling against each other or the interior wall of the switch housing. ☐ Observe whether the noise decreases after the fan has been running for 24 hours. Newly installed fans may have noise issues ☐ If you are using the Ceiling Fan light kit, ensure the screws securing the glassware are tight. Check that the light bulbs are also secure. ☐ Ensure the canopy is a short distance from the ceiling. It should not touch the ceiling. ☐ Ensure your outlet box is secure and rubber isolator pads were used between the mounting plate and outlet box.
3	If fan wobbles.	☐ Check that all blades are screwed firmly into blade holders. ☐ Check that all blade holders are tightened securely to motor. ☐ Make sure that canopy and mounting bracket are tightened securely to ceiling junction box and junction box is mounted firmly to ceiling joist. ☐ 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 keeping measure within 1/8 in. Rotate the fan until the next blade is positioned for measurement. Repeat for each blade. If all blade levels are not equal you can adjust blade levels by the following procedure. To adjust a blade tip down insert a washer(not supplied)between the blade and blade holder at the screw closest to the motor. To adjust a blade tip up insert washer(not supplied)between the blade and blade holder at the two screws farthest from the motor. ☐ If blade wobble is still noticeable interchanging two adjacent (side by side)blades can redistribute the weight and possibly result in smoother operation.
4	If light does not work.	☐ Check blue wire from fan to make sure it is connected to hot wire from the house. ☐ Check for loose or disconnected wires in fan switch housing. ☐ Check for loose or disconnected wires in light kit. ☐ Check for faulty light bulbs. CAUTION: Make sure main power is turned off before entering switch housing. ☐ If the fan light shuts off shortly after being switched on it may be due to excessive current demand. Turn off power to the fan and replace the light bulbs with lower wattage bulbs. Turn on power to the fan using the pull chain, wall switch, or remote control (whichever is installed on the particular fan).

Balancing Kit

The Balancing kit should only be used if there is an unacceptable amount of fan wobble after completing all the steps in your Owners Manual under “Attaching The Fan Blades.”

1. Turn the fan on and set the speed control setting to a speed at which the wobbles is the greatest.
2. Turn off the fan and allow it to come to a complete stop. Select one blade and place the balance clip on it, halfway between the blade holder and the blade tip on the trailing edge of blade.
3. Turn the fan on. Note whether the wobble has increased or decreased. Turn the fan off, move the clip to another blade, and retest. Repeat this procedure on all blades noting the blade on which the greatest improvement is achieved.
4. Move the clip back to the blade that showed the greatest improvement. Move the clip inward and outward on this blade and operate the fan to find the position where the clip gives the greatest improvement.
5. Remove the clip and install a balancing weight to the top of blade along the center line near the point where the clip was positioned.
6. If the fan wobble problem has not been corrected you can try to improve the balancing further by using the balancing clip and additional weights.

