

Please take a few moments each year to perform the following preventative maintenance procedures on your fan to ensure its safe and efficient operation. If you have questions, require assistance, or need replacement parts, please contact us at 1-855-694-2458.

## CHECK SAFETY CABLE

Check that the safety cable is properly installed by removing the canopy screws, sliding the canopy down the downrod, and examining the safety cable and hardware.

## CHECK HARDWARE

Make sure the mounting hardware and the bolts securing the airfoils to the motor unit are securely fastened. Tighten the six recessed hex/Allen bolts on the bottom of the fan according to the numbered sequence. When finished, repeat the tightening sequence.

## CHECK WIRING

Make sure the wire connectors are secure and the ground wires are securely connected.

## CLEAN AIRFOILS

Dust the airfoils regularly. If the fan becomes dirty, clean it with a soft cloth. Do not use solvents, gasoline, or any other chemical cleaners. These may cause surface distortion and damage to the fan.

## CLEAN UPLIGHT (IF INSTALLED)

Clean the LEDs periodically to ensure optimal performance. Use a compressed air duster to remove dust and debris from the LEDs. Do not touch the LEDs while cleaning. Hold the duster can upright when using.

## THE PROBLEM

## THE SOLUTION

### The fan will not start.

- ✓ Verify supply power is adequate. Check the circuit breaker and wall switch for functionality.
- ✓ Make sure all wires are securely connected and the fan is properly wired and grounded.
- ✓ Make sure the airfoils are securely tightened. On the bottom of the fan, check the tabs next to airfoil bolt holes 1 and 5. The tabs should be flush with the tab openings. If they are not, tighten the six recessed hex/Allen bolts according to the numbered sequence. Repeat the tightening sequence until the tabs are flush with the openings.

### The fan is noisy.

- ✓ Check all mounting and fan hardware. If loose, tighten.
- ✓ Make sure there are no fan parts rubbing on the hub when the fan rotates.

### The fan jerks upon startup.

- ✓ This is normal and may happen occasionally upon startup. An initial slight jerking forward and backward does not affect fan operation.

### The fan wobbles.

- ✓ Verify that the outlet box or mounting structure is suitable for fan support. For outlet box installations, we recommend installing a standard UL-listed, fan-rated outlet box onto a beam or joist. The outlet box should be marked acceptable for fan support.
- ✓ Make sure the airfoils are securely tightened. Tighten the six recessed hex/Allen bolts on the bottom of the fan according to the numbered sequence. When finished, repeat the tightening sequence.
- ✓ If an airfoil is damaged, contact Customer Service.
- ✓ Make sure all mounting hardware is secure and tight.
- ✓ Make sure the mounting ball at the top of the downrod is seated correctly.
- ✓ Damp-Rated Fans: If the fan stabilizer was installed, confirm proper installation. If the fan stabilizer was not installed, contact Big Ass Fans.