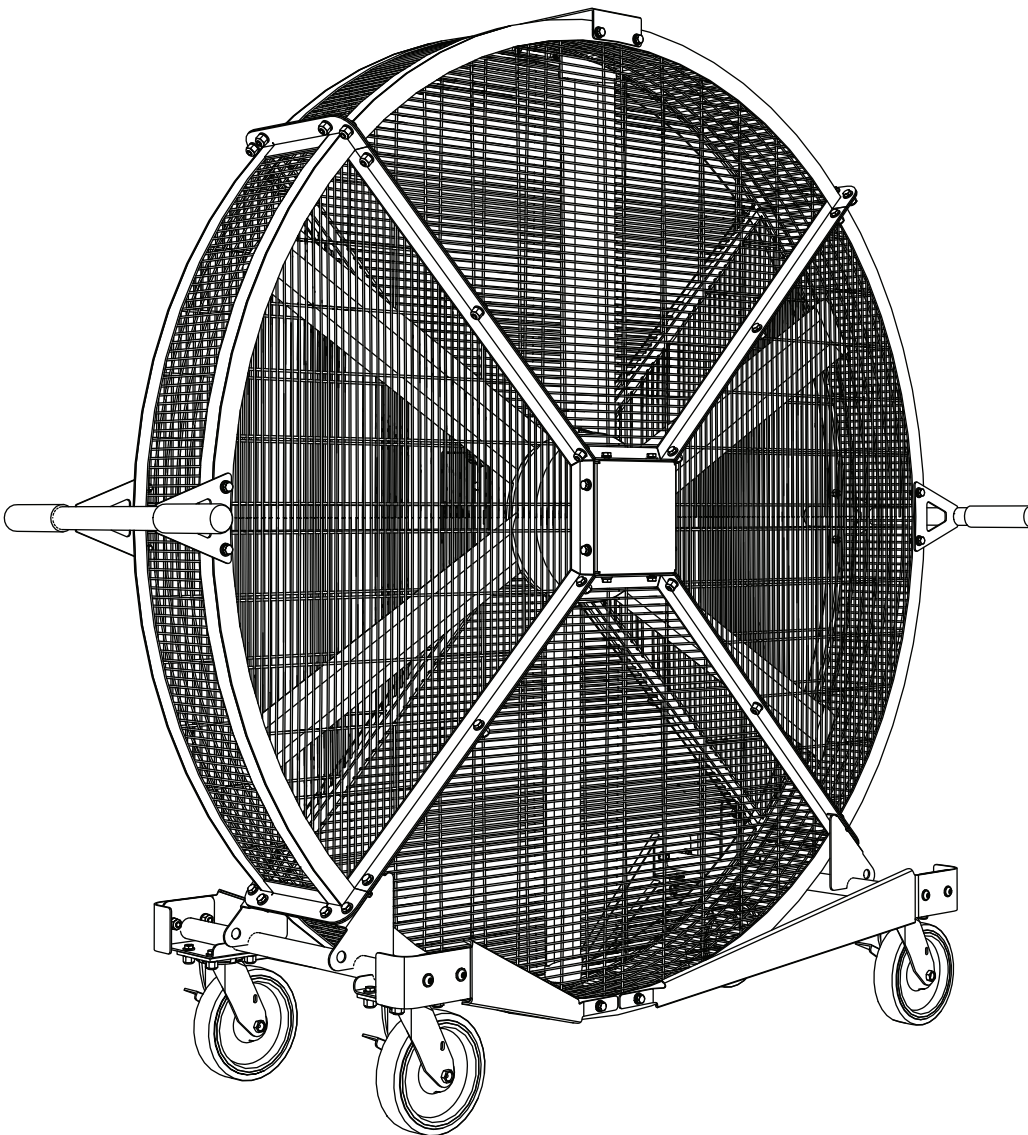




INSTALLATION GUIDE

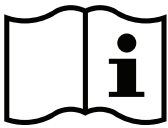
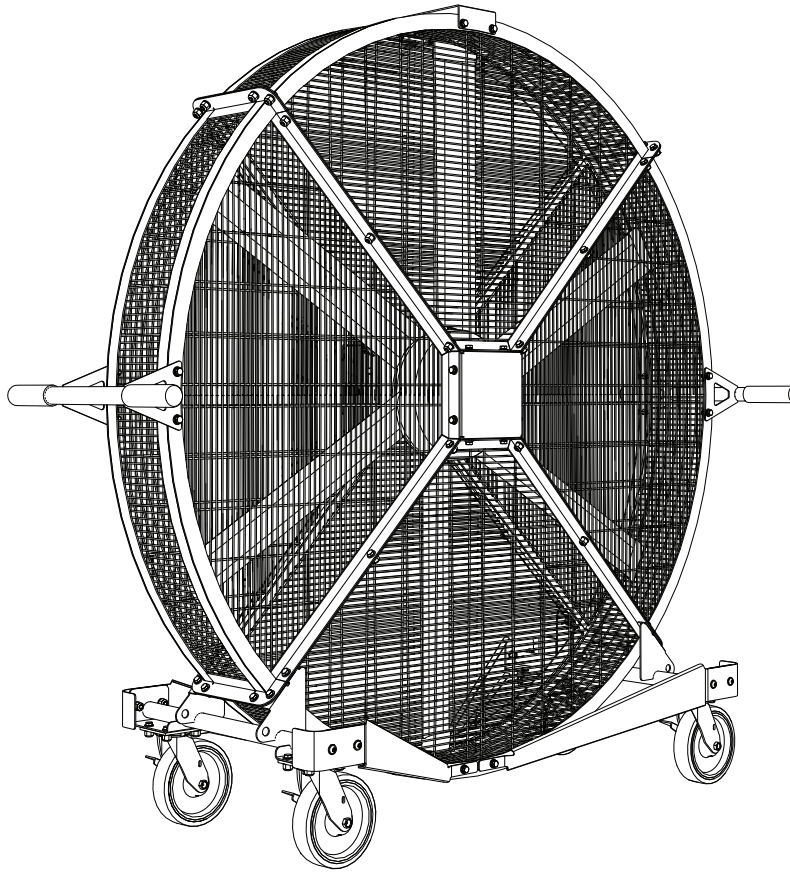
Black Jack



Customer Service: 1-877-BIG-FANS
(International: +1 859 233 1271)

Installation Guide

Black Jack



Installation Guide
July 2015
Rev. B

Contact Information

Manufacturing
2425 Merchant Street
Lexington, KY 40511
1-877-BIG-FANS
www.bigassfans.com

Customer Service
2348 Innovation Drive
Lexington, KY 40511
1-877-BIG-FANS
www.bigassfans.com

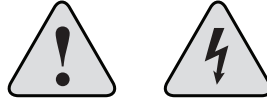
Warranty Returns
800 Winchester Road
Lexington, KY 40505
1-877-BIG-FANS
www.bigassfans.com

Australia Office
Unit 22, 1029 Manly Road
Tingalpa QLD 4173, Australia
(07) 3292 0100
www.bigassfans.com/au

This product was manufactured in a plant whose Management System is certified as being in conformity with ISO 9001.

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www.bigasssolutions.com/patents



IMPORTANT SAFETY INSTRUCTIONS

READ AND SAVE THESE INSTRUCTIONS

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS, OBSERVE THE FOLLOWING:

WARNING: Suitable for commercial or industrial use only.

WARNING: For general ventilating use only. Do not use to exhaust hazardous or explosive materials and vapors.

WARNING: Suitable for use in wet locations when used with a ground fault circuit interrupter (GFCI) protected receptacle.

WARNING: Use only on GFCI protected receptacles.

WARNING: Make sure the fan is unplugged or disconnected from the power supply before servicing or cleaning the fan and before removing the guard. To unplug the fan, grasp the plug and remove it from the electric receptacle. Do not unplug the fan by pulling on the cord.

CAUTION: Use this unit only in the manner intended by Big Ass Fans. The Big Ass Fans product warranty will not cover equipment damage or failure caused by improper use. If you have questions, contact Customer Service.

CAUTION: Do not operate the fan with a damaged cord or plug. If the supply cord is damaged, it must be replaced by Big Ass Fans, its service agent, or similarly qualified persons in order to avoid a hazard.

CAUTION: Do not run the cord under carpeting. Do not cover the cord with throw rugs, runners, or similar coverings. Do not route the cord under furniture or appliances. Arrange the cord away from traffic areas where it will not be tripped over.

CAUTION: When service or replacement of a component in the fan requires the removal or disconnection of a safety device, the safety device is to be reinstalled or remounted as previously installed.

CAUTION: This product employs overload protection (fuses), and a blown fuse indicates an overload or short-circuit situation. If a fuse blows, unplug or disconnect the fan and replace the fuse according to the instructions on page 10. If the replacement fuse blows, a short circuit may be present and the fan should be discarded or returned to an authorized service facility for examination or repair.

CAUTION: 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.

CAUTION: Children should be supervised to ensure that they do not play with the appliance.

CAUTION: Exercise caution and common sense when powering the fan. Do not connect the fan to a damaged or hazardous power source. Do not attempt to resolve electrical malfunctions or failures on your own. If you have questions, contact Customer Service.

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Introduction

1

You've made a great choice! Big Ass Fans® are an efficient, cost-effective and seriously cool way to stay comfortable and save energy all year long. More importantly, everything about your new fan—from the design of the motor to the angle of the airfoils—is based on extensive research, testing, and innovative engineering. It will keep you and your space comfortable for years to come.

Any questions or comments? We'd love to talk. Just call 1-877-BIG-FANS (1-877-244-3267) or visit bigassfans.com/contact-us/.

About Big Ass Fans

Our provocative moniker originated with the massive overhead fans we perfected to bring comfort and energy savings to large industrial buildings. Today, though, Big Ass Solutions is much more than industrial—and much more than Big Ass Fans or Big Ass Light. Big Ass means quality, form, and function to solve problems in the built environment. It means having a herd of engineers on staff and the world's only R&D facility dedicated to testing air movement on a grand scale. It means speaking to our customers directly to understand and solve their problems—if they need air movement, we do it bigger and better. If they need light, we make incredibly bright, long-lasting LEDs. But mostly it means an insatiable drive to improve, engineer, design, test, re-engineer, re-design, and re-test until we get it just right. That's why there's No Equal™.

About this fan

Black Jack is shipped with either a 110–125 VAC motor or a 200–240 VAC motor. The fan's voltage is marked on the fan packaging and on a label on the fan control enclosure. **Check the fan label to make sure your fan is the correct voltage before connecting the fan to power.**

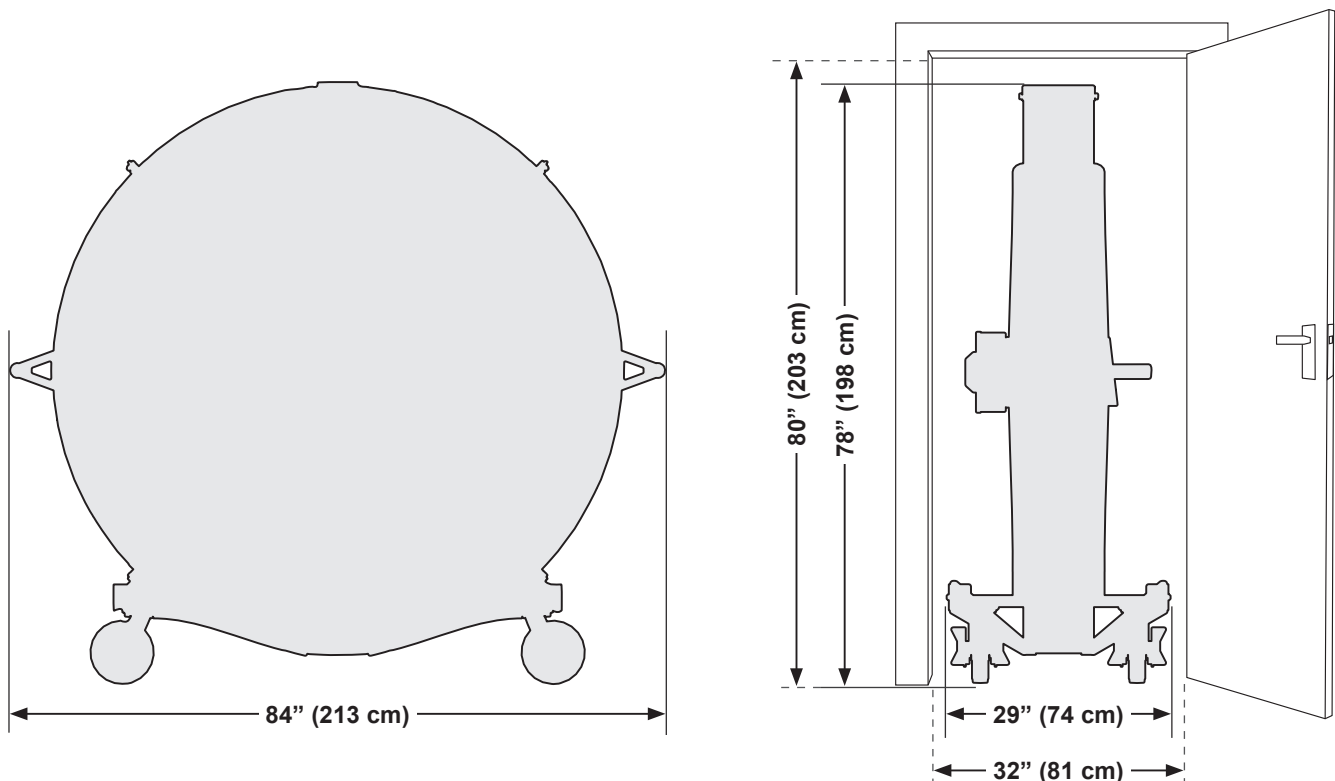
Electrical specifications

Input power	Rated current
110–125 VAC, 50/60 Hz, 1 Φ	7.5 A
200–240 VAC, 50/60 Hz, 1 Φ	4.7 A

Size and weight

The fan is designed to fit through most doorways.

Airfoil diameter	Fan height	Fan width	Fan depth	Fan weight
70" (178 cm)	78" (198 cm)	84" (213 cm)	29" (74 cm)	310 lb (141 kg)

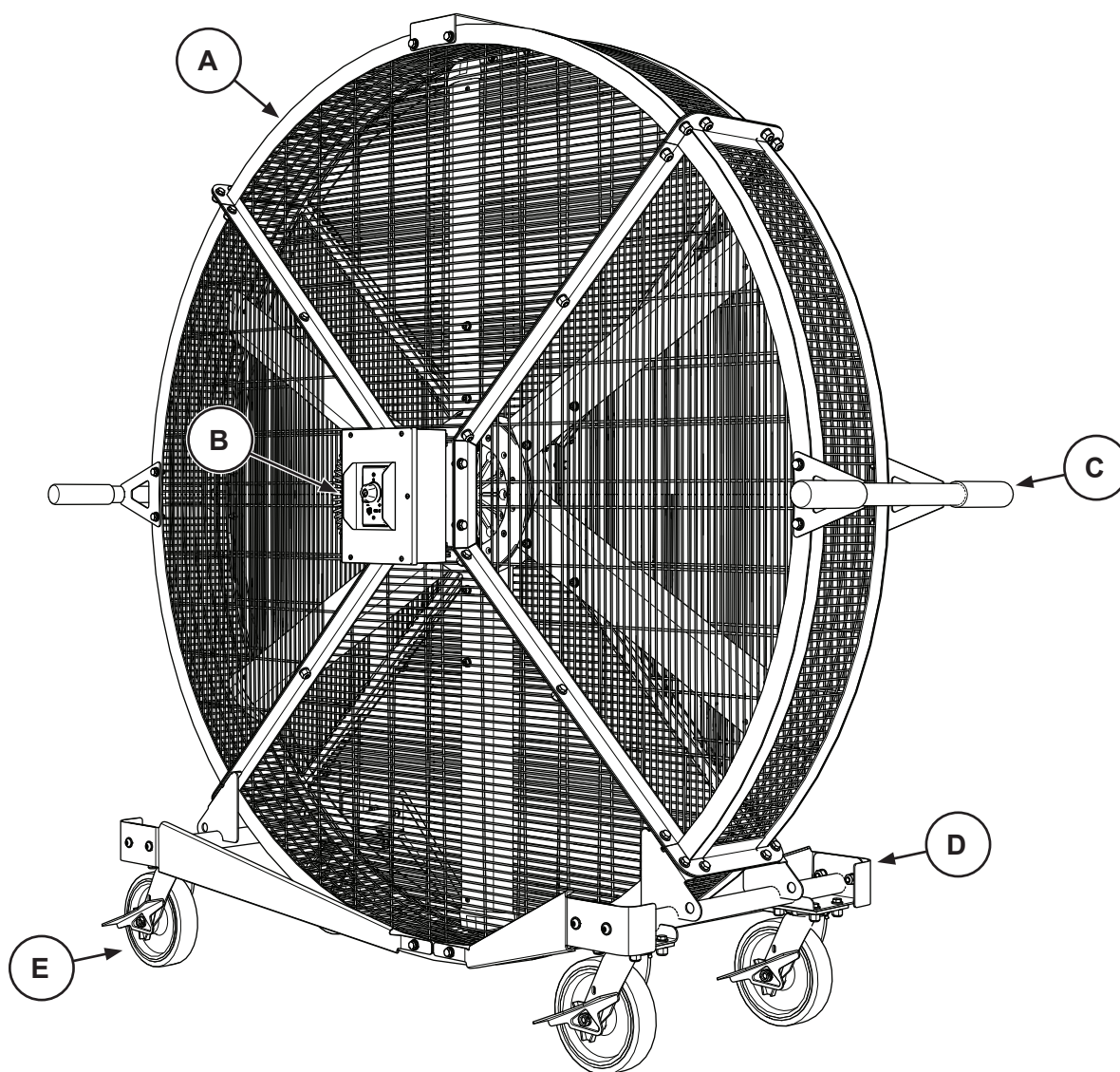


2

Introduction (cont.)

Fan components

- A. **Protective Cage.** The OSHA-compliant steel cage protects both the fan and users during operation.
- B. **Fan Controller.** Powers the fan and controls the fan speed.
- C. **Handles.** Stabilizes the fan during transportation.
- D. **Support Frame.** Includes lockable casters to position the fan where it is needed most.
- E. **Casters.** Include both locking brakes and swivel locks to prevent the fan from moving during operation.



Operation

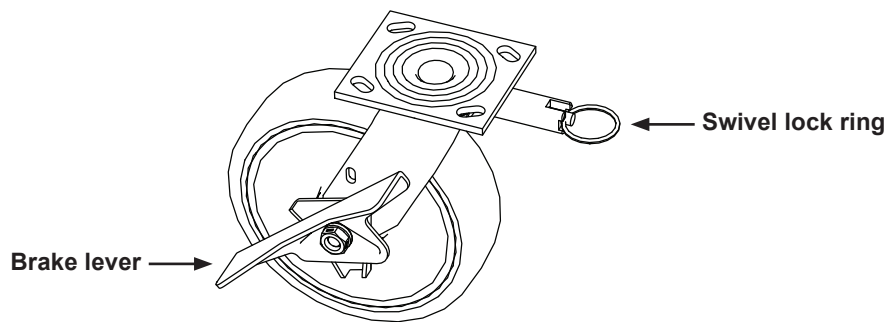
3

- ⚠ **CAUTION:** Do not run the cord under carpeting. Do not cover the cord with throw rugs, runners, or similar coverings. Do not route the cord under furniture or appliances. Arrange the cord away from traffic areas where it will not be tripped over.
- ⚠ **CAUTION:** Do not operate the fan with a damaged cord or plug. If the supply cord is damaged, it must be replaced by Big Ass Fans, its service agent, or similarly qualified persons in order to avoid a hazard.
- ⚠ **CAUTION:** Exercise caution and common sense when powering the fan. Do not connect the fan to a damaged or hazardous power source. Do not attempt to resolve electrical malfunctions or failures on your own. If you have questions, contact Customer Service.
- ⚠ **CAUTION:** Use this unit only in the manner intended by Big Ass Fans. The Big Ass Fans product warranty will not cover equipment damage or failure caused by improper use. If you have questions, contact Customer Service.

Locking and braking casters

- ⚠ **CAUTION:** Keep the casters locked and braked during operation to prevent the fan from moving.

To lock the casters, pull the swivel lock rings outward and turn them clockwise. To apply the caster brakes, press down on the brake levers.



Connecting the fan to power

- ⚠ **CAUTION:** The fan may begin to rotate upon connection to power.

Plug the power cord into a suitable receptacle when the fan is in a stationary position with the casters locked and braked. For circuit requirements, refer to fan specifications on page 1.

To unplug the fan, grasp the plug and remove it from the receptacle. Do not unplug the fan by pulling on the cord.

Operating the fan

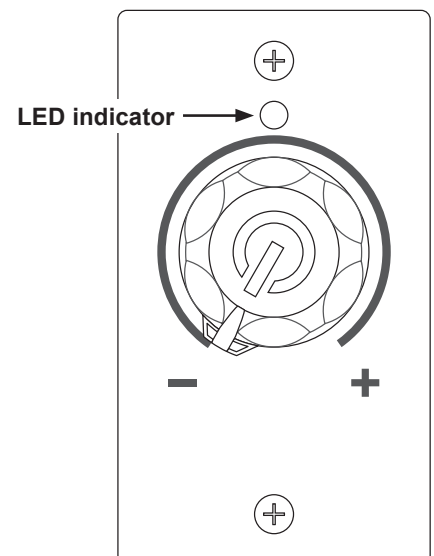
To turn the fan on and off, press the control knob on the fan. The LED indicator is lit when the fan is on.

Note: The LED indicator will flash an error code if there is a problem with the fan. For explanation of the indicator error codes and possible solutions, see page 10.

To increase fan speed, turn the control knob clockwise toward **+**.

To decrease fan speed, turn the control knob counterclockwise toward **-**.

To ensure effective air movement, the fan should rotate in the counterclockwise direction when viewed from the logo side. If the fan is not rotating counterclockwise, turn the fan off and allow the airfoils to come to a complete stop before turning the fan back on.



4

Operation (cont.)

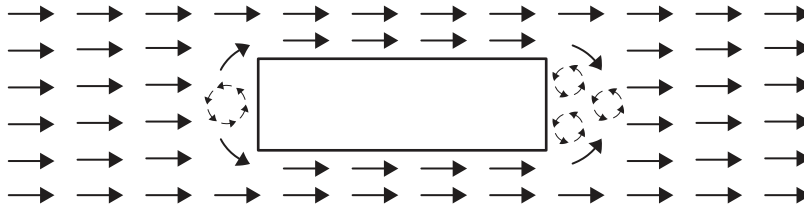
Tips

Understanding airflow patterns

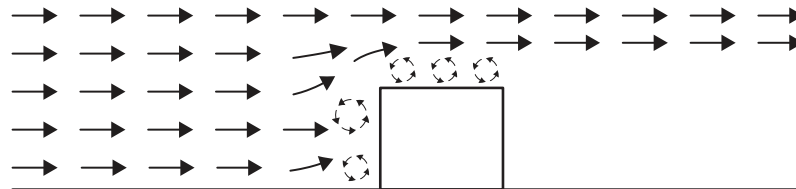
You can treat air like water and scoop, direct, and channel it right where you need it most.

Airflow pattern with streamlined obstruction

Thin or streamlined obstructions do not block much airflow, regardless of size. The air tends to flow smoothly around these obstructions, losing little momentum, and leaving only a small stagnant area behind the obstruction.

**Airflow pattern with wide, blunt obstruction**

A wide, blunt, or flat-faced obstruction forces the air to change direction, turning upward and outward. These obstructions create a stagnant area behind them that is wider and higher than the obstruction itself.

**Site recommendations**

Consider the position of furniture, machinery, or other possible obstructions.

- Make sure people are not hidden behind structures that block airflow.
- Position large obstructions so their smallest profile is perpendicular to the direction of air movement.
- Position vertical structures in such a way as to scoop air into the area rather than deflect it.

User Servicing Instructions

5

- ⚠ **WARNING:** Make sure the fan is unplugged or disconnected from the power supply before servicing or cleaning the fan and before removing the guard. To unplug the fan, grasp the plug and remove it from the electric receptacle. Do not unplug the fan by pulling on the cord.
- ⚠ **CAUTION:** When service or replacement of a component in the fan requires the removal or disconnection of a safety device, the safety device is to be reinstalled or remounted as previously installed.
- ⚠ **WARNING:** Unplug the fan before servicing.
- ⚠ **CAUTION:** Do not use Clorox® or other chlorine based cleaners on the fan! This could result in the release of toxic/fatal fumes. Do not use cleansers inside the control enclosure.

Please take a few moments each year to perform the following preventive maintenance inspection on your fan to ensure its safe and efficient operation.

Annual preventive maintenance

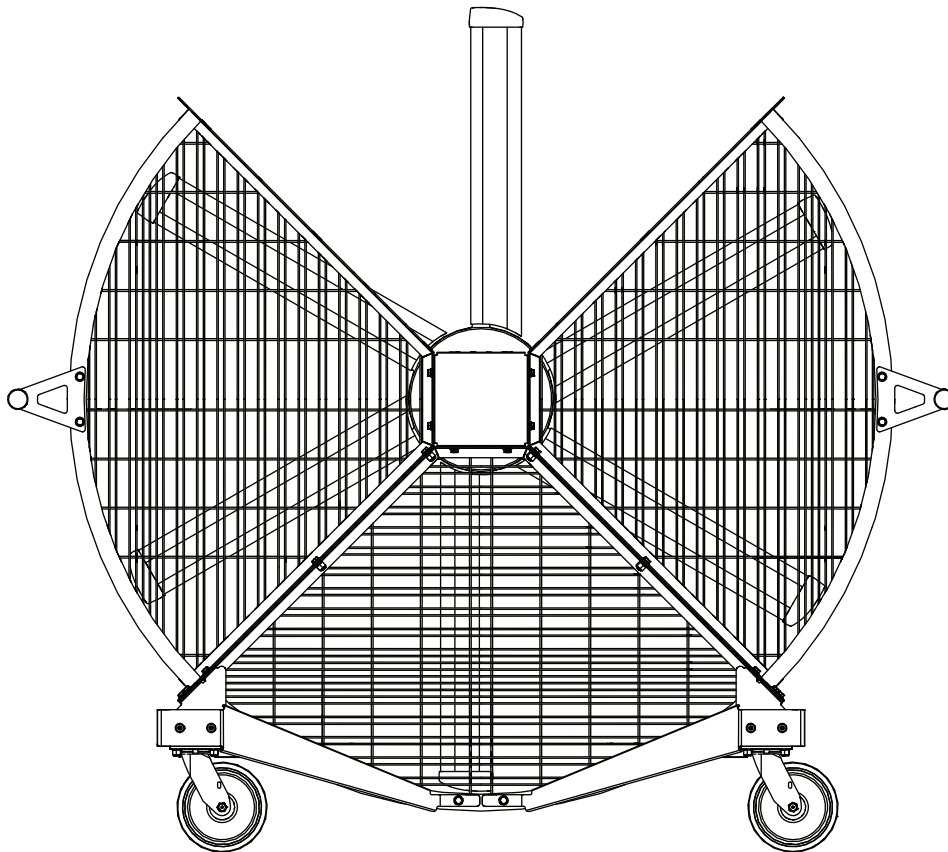
Perform the following maintenance procedures each year using the Annual Maintenance Checklist on the following page.

- Make sure all bolts on the fan cage and casters are tight and secure.

General preventive maintenance

To access the airfoils and motor, remove the upper section of the fan cage.

- Dust airfoils and motor.
- If desired, use a gentle cleaner or degreasing agent to polish the airfoils.



Annual Maintenance Checklist

Troubleshooting

9

⚠ WARNING: Make sure the fan is unplugged or disconnected from the power supply before servicing or cleaning the fan and before removing the guard. To unplug the fan, grasp the plug and remove it from the electric receptacle. Do not unplug the fan by pulling on the cord.

⚠ CAUTION: When service or replacement of a component in the fan requires the removal or disconnection of a safety device, the safety device is to be reinstalled or remounted as previously installed.

For questions about your product or customer service inquiries, contact us as follows:

Customers in the United States	Customers outside the United States
Please call our toll free number (877-BIG-FANS) or visit www.bigassfans.com/service .	Please contact your local Big Ass Fans representative or fill out a contact form at www.bigassfans.com/service .

General troubleshooting

Some issues can be resolved before requesting service. Review the following troubleshooting tips before contacting Customer Service for support.

Symptom	Possible solution(s)
The fan jerks upon startup	This is normal and may happen occasionally upon startup as the fan positions itself relative to the motor stator. Slight jerking upon startup does not affect fan operation.
The fan will not start	If the fan is rotating slower than 10 RPM, the airfoils must stop moving before the motor will turn on. Wait for the airfoils to stop moving. If the fan is motionless and will not start, check to verify the following: • The fan is plugged in. • The fan is turned on. • The supply power is adequate and functional. For circuit requirements, refer to fan specifications on page 1. If the fan still does not start, contact Customer Service.
The LED indicator above the fan control knob is flashing The LED indicator will flash an error code if there is a problem with the fan.	See the following page for fan error code descriptions and possible solutions.
A popping noise is coming from the fan Airfoil noise is a result of airfoils that are not tightened to the specified torque.	Disconnect the fan from power and disassemble the cage. Tighten the airfoil fasteners to 29 ft·lb (39.3 N·m). Replace the cage before connecting the fan to power. If the popping still occurs, contact Customer Service.

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Troubleshooting (cont.)

Electrical troubleshooting

LED indicator code	Status	Description	Possible solution(s)
One half-second flash / four seconds off	Over temperature	The fan drive electronics have exceeded safe operating temperature limits.	The fan will shut down for five minutes and then attempt to restart twice. If the fan does not restart after two attempts, reset power to the fan. If the fan still does not restart, contact Customer Service.
Three half-second flashes / four seconds off	Output device failure	The fan drive electronics have failed or output phase loss has occurred.	
Four half-second flashes / four seconds off	Internal communication error	The main fan drive has failed to respond to the command source (daughterboard, etc.).	
Five half-second flashes / four seconds off	DC buss undervoltage	Buss voltage has fallen below 255 VDC.	
Six half-second flashes / four seconds off	DC buss overvoltage	Buss voltage has exceeded 373 VDC.	
Eight half-second flashes / four seconds off	Motor overload/ thermal trip	Thermal motor overload protection has been activated.	
Nine half-second flashes / four seconds off	Current limit/ short circuit	The hardware current limit has been reached. A severe overload or short circuit condition exists on the fan drive output.	
Two half-second flashes / four seconds off	Motor stall	The fan failed to accelerate to the target RPM within one minute of startup.	The fan will shut down and will not attempt to restart. Contact Customer Service.
Seven half-second flashes / four seconds off	Run enable jumper open	The run enable circuit is open and motor operation is disabled.	Contact Customer Service.

Replacing fuses

⚠ WARNING: Unplug the fan before replacing fuses.

⚠ CAUTION: Do not touch the fan's electronics unless necessary.

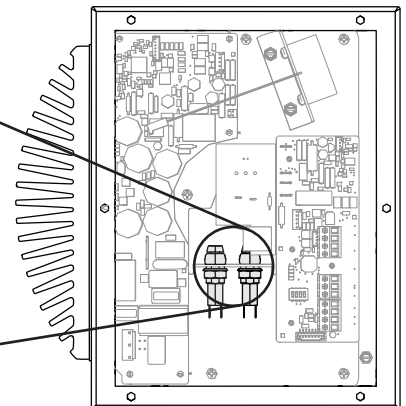
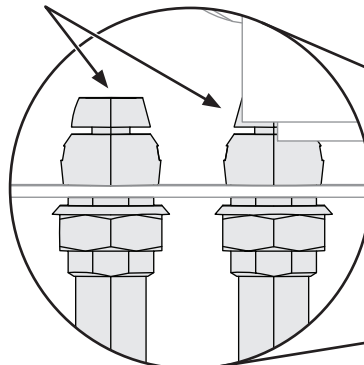
To replace a fuse, remove the six screws to open the controller enclosure. Gently twist and pull out the fuse holder and replace the fuse. Reinstall the fuse holder, and then reattach the enclosure cover.

Suitable fuse replacements

250 VAC, 10 A (AC mains supply)

- Schurter 0034.2526
- Cooper/Buss S505-10-R
- Littelfuse 0234010

Fuse holders



Warranty Return Instructions

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Congratulations on your purchase of a Big Ass Fan! We are delighted that you have chosen our product to improve the quality of your indoor environment, and hope you'll have much pleasure using the fan for years to come.

Replacement of products under warranty acknowledgment & return instructions

If you believe a part failed during normal operation and is covered under warranty, Big Ass Fans will ship a replacement part to you pursuant to your notice that you will be replacing the original part within 10 days. The replacement part will be shipped to you prior to our receipt of the item that failed, and prior to our evaluation of this part to determine the reasons for its failure and whether it is covered under warranty.

In order to evaluate the cause of the product failure, we will need you to return the original part to our offices within 10 working days of receipt of the replacement part. Should the part be covered under warranty, you will not be charged for the replacement item; however, you will be charged for the replacement part plus shipping if (1) the part is not under warranty because the source of failure is outside the scope of the warranty, or (2) the warranty period has expired. If there is no warranty coverage, we will send you a detailed letter of explanation. We also will charge you for the replacement item plus shipping and handling if you do not return the original item within 10 days of the receipt of the replacement item.

Instructions for returning the original item

1. Please use the return label that is included in the box containing the replacement part. The return shipment address is:

Big Ass Fans
ATTN: RMA# _____
800 Winchester Road
Lexington, KY 40505

2. Use the packaging for the replacement part to return the original part.
3. Include the packing list we have provided which includes the RMA#.
4. If the part weighs over 50 lbs., you will be provided a prepaid Bill Of Lading. To schedule a freight pick up, please contact Customer Service. We will only charge back the freight costs if the original part is not under warranty, or if you do not return the original component within 10 days of receipt of the replacement.
5. If the part weighs 50 lbs. or less, please use the provided prepaid UPS Ground shipping label and drop off at your nearest UPS pickup location.

If you have questions, please contact us at 1-877-BIG-FANS.

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Warranty Return Instructions (cont.)

Warranty claim form instructions

1. Complete Warranty Claim Form and Responsibility Agreement and fax them to 859-967-1695, Attn: Customer Service. These pages will be faxed back to you for your records. The Warranty Claim Form will include our acknowledgment and a Return Materials Authorization (RMA) number. Do not return any item without first being assigned an RMA# by Big Ass Fans Customer Service.
2. No more than 10 days prior to the date you have made arrangements to replace the component part, call Customer Service at 1-877-BIG-FANS to arrange for replacement component delivery and original component pickup. At that time, we will fax you a written acknowledgment of your call that includes a reminder of the return instructions. Note: Even if you are not able to replace the component immediately following your initial notice to us, returning the Warranty Claim Form and Responsibility Agreement will effectively stop the warranty clock from running. You can then make the product exchange when you are prepared to do so. However, the warranty period will continue to run until we receive these completed pages back from you, and no warranty will be honored without receipt of these pages within the warranty period. We will not send out any replacement part until you have called to let us know that you have scheduled installation of the replacement. This ensures that the replacement part is not lost or damaged while awaiting installation, and that you are not billed for the replacement because you have waited too long to return the original component (see Responsibility Agreement).
3. When you receive the replacement part, you have 10 working days to remove and replace the existing component and return it to us at 800 Winchester Road, Lexington, KY 40505.
 - a. Upon receiving the replacement part, verify that replacement part order is correct. If order is incorrect or damaged, notify Big Ass Fans within 24 hours after receiving order.
 - b. Use care unpacking the replacement component, as you will need to use both the packaging from the replacement part and the packing list and a return address label included inside this packaging to return the original part. If the original packaging and return documents are not used, you will be responsible for any damage incurred in transit as well as any additional costs involved. Note: The RMA# must appear on the outside of the box being returned. Items without an RMA# will not be accepted.
 - c. Use the delivery service or one of the truck lines specified in the acknowledgement for return of the part. We will refuse receipt of any shipment that is returned via an unauthorized carrier. If you prefer, we can make all arrangements for delivery and pickup.
 - d. Fax a copy of the bill of lading or other tracking information to 859-967-1695 when the item has been shipped so that we know to expect delivery of the original part.
4. If we do not receive the original part back within 15 working days from the date you receive delivery of the replacement, you will be invoiced for the cost of the replacement part, plus freight, on Net 15 terms (see Responsibility Agreement), and this invoice will be due and payable. If you subsequently return the replacement part to us after payment has been made, we will refund any payment made for the replacement part, unless we subsequently determine that the part is not covered under warranty.



800 Winchester Road
Lexington, KY 40505
Phone: 1-877-BIG-FANS
Fax: (859) 967-1695
www.bigassfans.com

Warranty Claim Form

Name (print): _____ Signature: _____

Company: _____

Shipping Address: _____

City/State/ZIP: _____

Phone: _____ Fax: _____

Items Returned: _____ Date of Purchase: _____

Reason(s) for returning item (please provide detail, including length of time after fan had been in operation that problem was noticed, nature of problem, any attempts you made to remedy the problem, etc.):

ATTENTION: Do not return any item without first being assigned an RMA# by Big Ass Fans Customer Service Department. The RMA# must appear on the outside of the box being returned. Items without an RMA# will not be accepted.

Date replacement parts should be shipped (if known):

Please do not request shipment until you are prepared to install; you may call us at 1-877-BIG-FANS to arrange shipment when you have scheduled installation.

Acknowledgment of Receipt of Warranty Return Notification

(to be completed by Big Ass Fans)

Acknowledged by: _____ Date: _____

RMA#: _____

Authorized Truck Line(s): _____



800 Winchester Road
Lexington, KY 40505
Phone: 1-877-BIG-FANS
Fax: (859) 967-1695
www.bigassfans.com

Responsibility Agreement

To: Big Ass Fans

The undersigned understands and acknowledges receipt of the Warranty Claim Form and Instructions and agrees that Big Ass Fans has the right, upon receipt of returned merchandise, to make final determination as to whether this merchandise should be replaced at no cost under Big Ass Fans's stated warranty policy.

The undersigned further agrees that if Big Ass Fans determines that this merchandise does not qualify under its stated warranty policy, Big Ass Fans can invoice for the replacement merchandise, plus shipping and handling for the original part and all replacements, and such invoice will be paid within 15 days of receipt of the same.

The undersigned agrees to ship to Big Ass Fans's location at 800 Winchester Road, Lexington, KY 40505 all of the merchandise replaced by Big Ass Fans, including, but not necessarily limited to, defective or failed components, within 10 working days of the receipt of the any replacements.

The undersigned further agrees that if said replaced merchandise has not been shipped to Big Ass Fans within 10 working days, Big Ass Fans can invoice for the replacement merchandise plus shipping and handling, and the invoice will be paid within 15 days of receipt.

Signed: _____

Title: _____

For: _____

(Name of Company)

Date: _____