

HAIKU FAN MAINTENANCE

Need more help?

Visit bigassfans.com/support
or call us at 855-694-2458

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 sliding the wiring cover and trim down the downrod and examining the safety cable and hardware.

☑ CHECK HARDWARE

Make sure the mounting hardware and the fasteners securing the airfoils to the fan hub are securely fastened.

☑ CHECK WIRING

Make sure the wire nuts are secure and the ground wire is securely connected.

☑ CLEAN AIRFOILS

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

Polished Airfoils

Apply a cleaning product appropriate for stainless steel surfaces, such as Pledge® Multi Surface Cleaner, and wipe with a microfiber cloth. Please wear the provided gloves when you are handling the airfoils to avoid smudges and fingerprints.



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HAIKU FAN TROUBLESHOOTING

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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.

The fan is noisy.

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

The fan jerks upon startup.

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

The fan wobbles.

- ✓ Make sure mounting hardware is secure and tight.
- ✓ Make sure the colored stickers on each airfoil match the stickers on the fan hub. If you installed multiple fans, make sure the serial numbers on the airfoils match the serial number on the fan hub.
- ✓ Make sure all airfoils are aligned properly and are securely fastened to the fan hub.
- ✓ If an airfoil is damaged, contact Big Ass Fans. Airfoils must be replaced as a set. Do not replace individual airfoils.

How do I reverse the fan?

- ✓ We do not recommend reversing your fan! Instead, run it at a low speed in colder months to recirculate heat trapped at the ceiling.
- ✓ Turn off the fan. When the fan is at a complete stop, press the Whoosh button on your remote three times, and then turn on the fan.

Why are the LED indicators flashing?

- ✓ The LED indicators flash when adjusting your fan settings to notify you when the fan has changed speeds or modes.
- ✓ If you installed the fan on a switched circuit, make sure the switch is turned on. Do not turn the switch off at any time.



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