

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 1-877-244-3267.

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 screws securing the airfoils to the fan hub are securely fastened. Tighten the six recessed hex/Allen screws 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.

ISSUE

SOLUTION

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 will not start.

- ✓ Make sure the fan is receiving power. Check your circuit breaker or fuse panel and wall switch for functionality.
- ✓ Make sure supply power is adequate.
- ✓ Make sure all wires are securely connected and the fan is properly wired and grounded.
- ✓ Make sure the plastic film in the remote's battery tray has been removed.
- ✓ Make sure the airfoils are securely tightened. On the bottom of the fan, check the tabs next to airfoil screw holes 1 and 5. The tabs should be flush with the tab openings. If they are not, tighten the six recessed hex/Allen screws according to the numbered sequence. Repeat the tightening sequence until the tabs are flush with the openings.

The fan wobbles.

- ✓ Make sure all mounting hardware is secure and tight.
- ✓ Make sure all airfoils are aligned properly and are securely fastened to the motor unit. If an airfoil is damaged, contact Customer Service.
- ✓ Make sure the downrod and motor unit are hanging straight. Raise the wiring cover and locate the two bolts and nuts on the motor bracket. Loosen the hardware slightly to allow the fan to hang straight, and then re-tighten just past hand tight. Slide the wiring cover back in place.
- ✓ 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 screws on the bottom of the fan according to the numbered sequence. When finished, repeat the tightening sequence.
- ✓ Make sure the mounting ball at the top of the downrod is seated correctly.
- ✓ Covered outdoor fans: If the fan stabilizer was installed, confirm proper installation. If the fan stabilizer was not installed, contact Big Ass Fans.

The fan is noisy during operation.

- ✓ Bring the fan to a complete stop. Gently turn the airfoils by hand, making sure there are no fan parts rubbing on the hub when the fan rotates.
- ✓ Check all mounting and fan hardware. If loose, tighten.