

# READ AND SAVE THESE INSTRUCTIONS



(This photo for reference only)

## OWNERS INSTRUCTION MANUAL

### *FOR DUAL MOUNT FAN'S*

- **INSTALLATION**
- **OPERATION**
- **MAINTENANCE**

### **CAUTION**

**READ INSTRUCTIONS CAREFULLY FOR SAFE FAN  
OPERATION. CONTACT  
A QUALIFIED ELECTRICIAN FOR INSTALLATION**

These instructions are suitable for  
SAA Listed Ceiling fans

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## CONGRATULATIONS ON YOUR CHOICE

CONGRATULATIONS, as you have just chosen a quality ceiling fan.

## SAFETY PRECAUTIONS

The information contained in the following pages has been prepared to ensure you of trouble-free operation of your Ceiling Fan .

1. To ensure the success of the installation be sure to read the instructions and study the diagrams thoroughly.
2. All electrical work must only be undertaken after disconnection of the power by removing fuses or turning off the circuit breaker, to ensure all pole isolation of the electrical supply. Installation may only be done by a qualified electrician and the work performed in accordance with the local regulations, current good practice and other national and local electrical codes.
3. Make sure that the installation site will not allow the rotating fan blades to come into contact with any object and that there is a minimum clearance of 150mm (6") from the blade tip to the wall or ceiling. Please note that the bigger this clearance is the better the airflow from your fan will be. Ensure the blades are mounted at a minimum height of 2.1 meters from the floor when the fan is installed.
4. The fixing point for the fan must be able to support a weight of ten times that of the net weight of the fan. Net weights can be found on the bottom of the unit's box. If you are mounting the fan to a ceiling junction box, the box and it's fixing must be able to support the moving weight of the fan and must not twist or work loose.
5. The fan must be earthed.
6. Do not connect the fan motor to a dimmer switch. This may give an unsatisfactory performance (motor hum) and cause damage to the motor.
7. It is not recommended that ceiling fans and gas appliances be operated in the same room at the same time.
8. The fan must be turned off and stopped completely before reversing the fan direction. This will prevent any damage to the motor of the unit or controller (if installed).
9. Do not insert anything into the fan blades while the fan is operating. This will damage the blades and upset the balance of the unit causing the unit to wobble.
10. After the fan is completely installed make sure that all connections are secured and tightened to prevent any problems.
11. Because of the fan's natural movement, some connections may loosen. Check the support connections, brackets and blade attachments twice a year to make sure they are all secured. If they are loose, tighten with a screwdriver.

**Note:** The important safeguards and instructions given in this manual are not meant to cover all possible conditions and situations that may occur. It must be understood that common sense, caution and care are factors, which cannot be built into any product. The persons caring for and using the unit must supply these factors.

Consult only licensed electrical contractor for installation. In the unlikely event of damaged or missing parts, refer to the In Home Warranty contact details listed on the Warranty card or the original place of purchase.

## IMPORTANT NOTES

### FAN CONTROL

Your warranty will be void if a solid-state dimmer type fan controller or other band wall controller is used.

With these controllers there is a strong possibility that the ceiling fan motor will produce an unpleasant load humming noise.

### FAN INSTALLATION

Under our warranty terms, this ceiling fan must be installed by a licensed electrician. Improperly installed ceiling fans can be dangerous and expensive to repair. Warranty is void if not installed by a licensed electrical contractor. This fan is designed for indoor use only, mounting where the fan is subject to water or moisture is dangerous. Any change to external finish is not covered by warranty.

### FAULT FINDER

Always check the "Trouble Shooting Checklist" included in this booklet before calling for service. Unnecessary calls are inconvenient for all and can attract a service charge.

**MECHANICAL NOISE MAY BE NOTICED ON INSTALLATION-ALLOW AT LEAST 8 HOURS SETTLING-IN PERIOD. SOME FANS MAY WOBBLE MORE THAN ANOTHER—EVEN IN THE SAME MODEL, IT DOES NOT NECESSARILY INDICATE THE FAN IS FAULTY.**

### WARNING

The appliance is not intended for use by young children or infirm person without supervision.

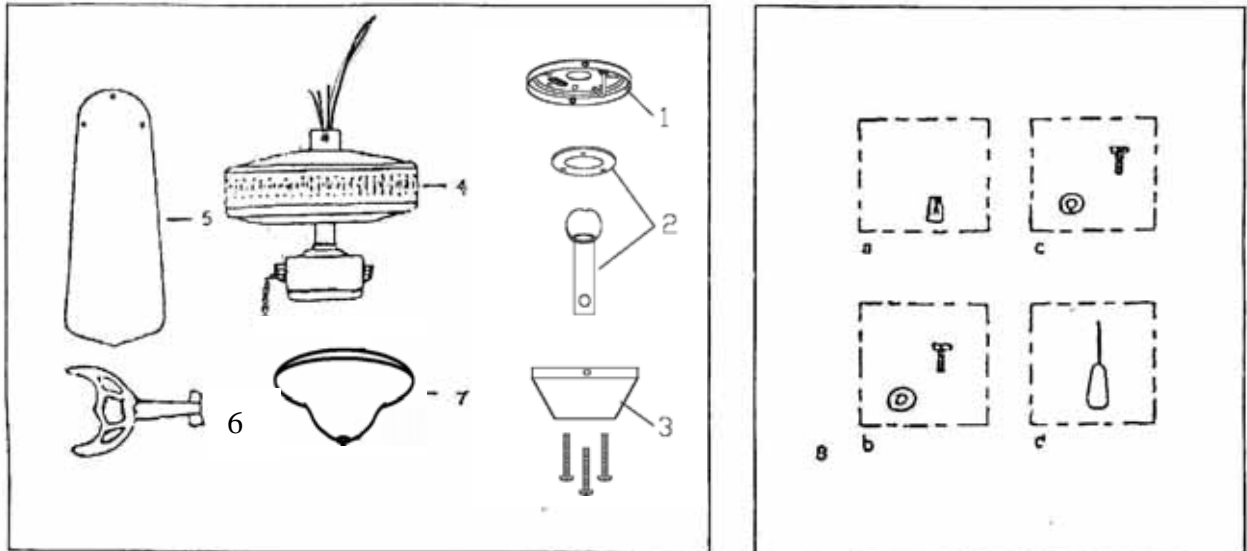
Young children should be supervised to ensure that they do not play with the appliance.

The fan must be installed so that the blades are more than 2.1 meters above the floor.

The important safeguards and instruction appearing in this manual are not meant to cover all possible conditions and situation that may occur. It must be understood that common sense, caution and care are factors, which cannot be built into any product. These factors must be supplied by the person(s) caring for and operating the unit.

# UNPACKING YOUR FAN

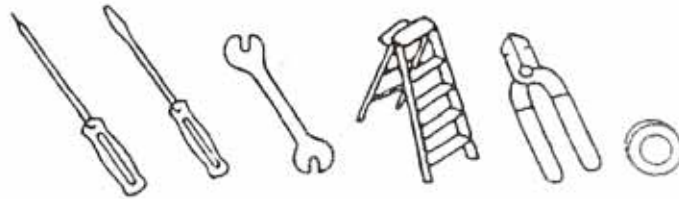
1. Unpack your fan and check the contents. Do not discard the carton. If warranty replacement or repair is ever necessary the fan should be returned in original packaging. Remove all parts and hardware. Do not lay motor housing on its side: the decorative casting may shift.
2. Examine all parts. You should have the following:



1. Mounting Plate
2. Ball Joint and downrod assembly
3. Ceiling canopy
4. Fan Housing Motor, and switch housing. Remove rubber shipping spacers from motor. Keep them in case you need to return fan.
5. Set of Blades
6. Blade Arms
7. Light Kit (or different light)
8. Parts Pack Containing:
  - A/ Mounting bracket hardwares (wire nuts)
  - B/ Blade attachment hardwares (screws with washers for each blade).
  - C/ Blade arm attachment hardware (motor screws and lock washers may already be in fan motor)
  - D/ Pull chain/Ball

# TOOLS AND MATERIALS REQUIRED

- Phillips screw driver
- Blade screw driver
- Adjustable pliers or wrench
- Step Ladder
- Wire cutter
- Electrical tape



## ELECTRICAL OUTLET BOX

1. If there is an existing outlet box, ensure it is clearly marked "Suitable For Fan Support". If not, it must be replaced with an approved one.
2. Secure the outlet box (or make sure the existing box is secured) directly to the building structure. Use appropriate fasteners and building materials. Wood joist and outlet box must be able to support a minimum of 45 KGs.
3. Figure 1,2 and 3 are examples of different ways to mount the outlet box in different situations. A longer down rod may be required in sloped ceiling situations to maintain proper blade clearance.
4. To hang the fan in locations where no ceiling joists is available. A hanger support bar may be required (Fig. 4)

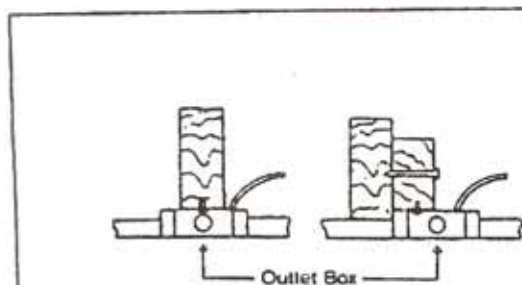


Fig.1

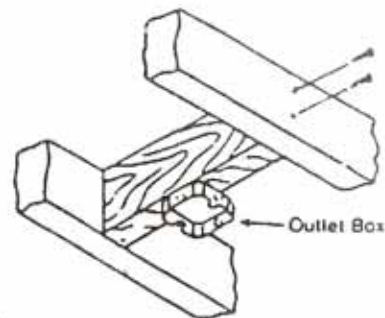


Fig.2



Fig.3

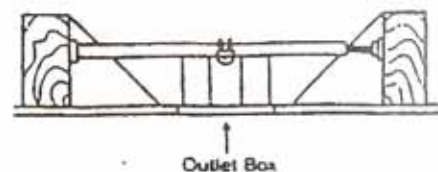


Fig.4

# INSTALL MOUNTING BRACKET

1. To avoid possible electrical shock, be sure electricity is turned off at the main power panel before wiring.

All wiring must be in accordance with National and Local Electrical Codes, and the ceiling fan must be grounded as a precaution against possible electrical shock.

2. Attach hanger bracket to outlet, box using screws provided with the outlet box (Fig. 5)

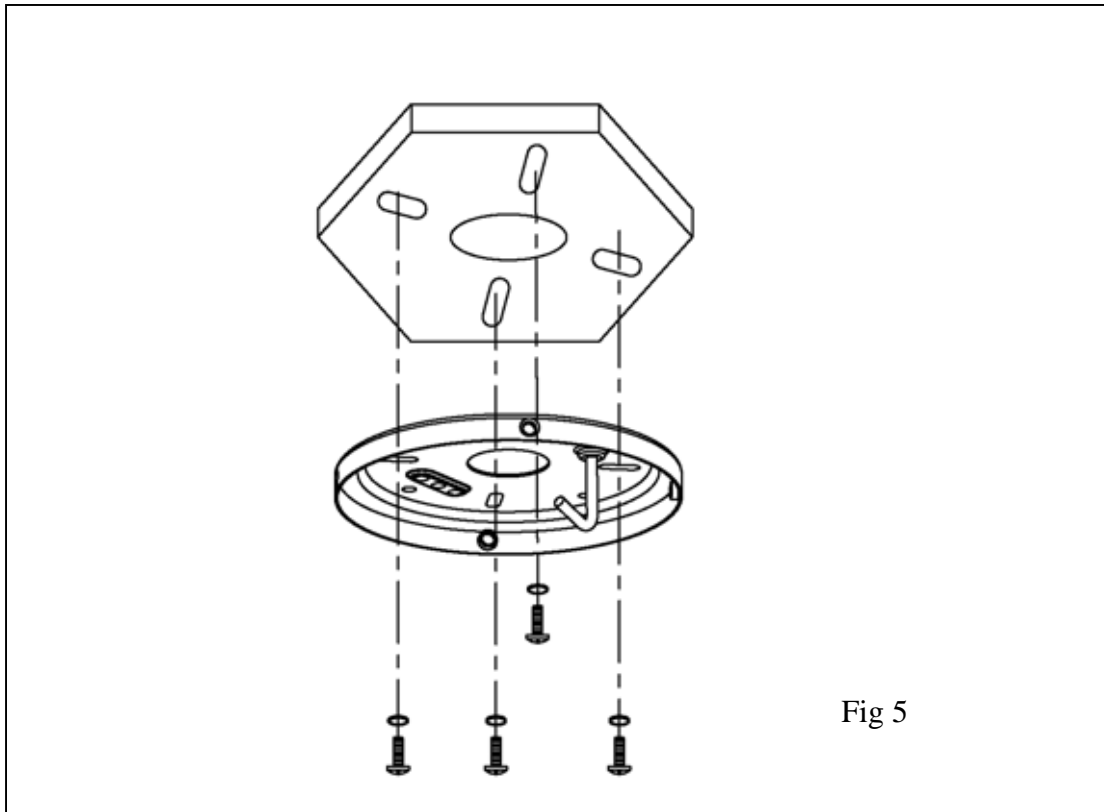


Fig 5

# INSTALLING THE FAN

Choose a location for mounting the fan where the blades will have at least 2.1 M of clearance from all objects and floor. Mount the outlet box to the ceiling or use existing box.

**CAUTION: DO NOT USE A NON-METALLIC OUTLET BOX.**

In order to insure proper support, use the two wood screws, to secure mounting plate to joist or beam. If the location you have chosen doesn't have a suitable support beam, install a 5 cm x 10 cm (2" x 4") brace between ceiling joists to support fan.

- 1) Turn off the Power Supply at the main power box.
- 2) Be sure that the mounting plate (1) secure to a joist or beam by 2 wood screws (8)

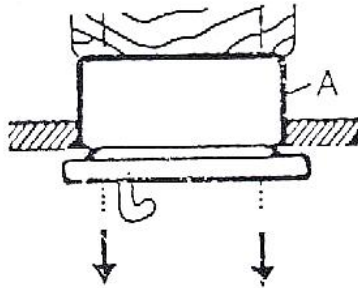
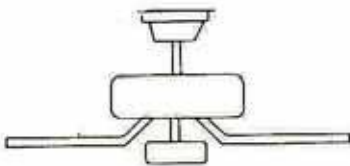


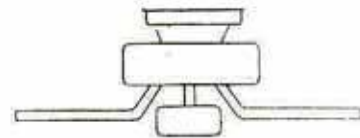
Fig 6

## SELECT TYPE OF INSTALLATION

HANG DOWN



HUGGER





# HANG DOWN STYLE

**DOWNROD MOUNT OPTION:** Feed lead wire and plug through the downrod and ball (2), and insert the downrod into downrod yoke. Install yoke across pin (1) through yoke and downrod. Insert clamp pin (2) into cross pin until it snaps into place. Tighten set screw (3) in yoke.

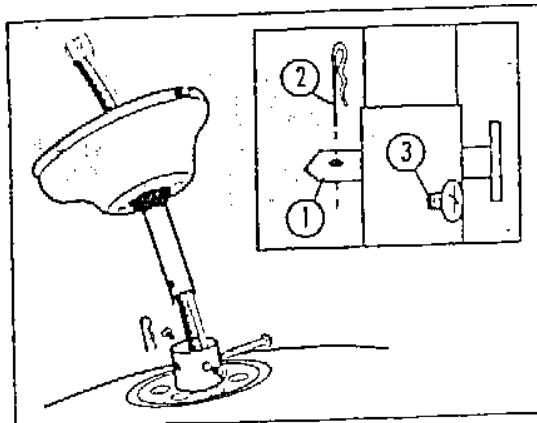
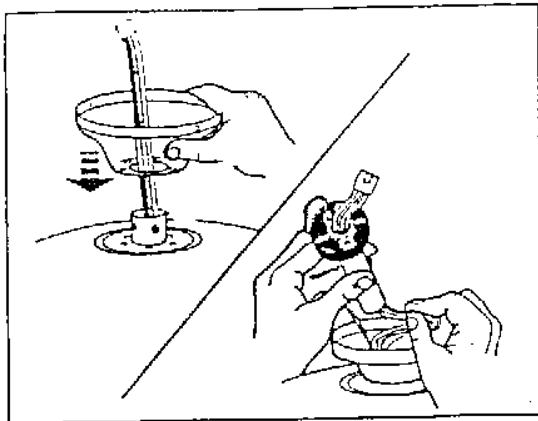


Fig 7

On upper canopy, install downrod into Internal Balance system canopy by first inserting downrod and ball assembly into large opening in canopy, making sure canopy engages notch in downrod ball (see insert). Finger tighten clamp ring onto downrod ball using bolt provided (these bolts will be further tightened in next step)

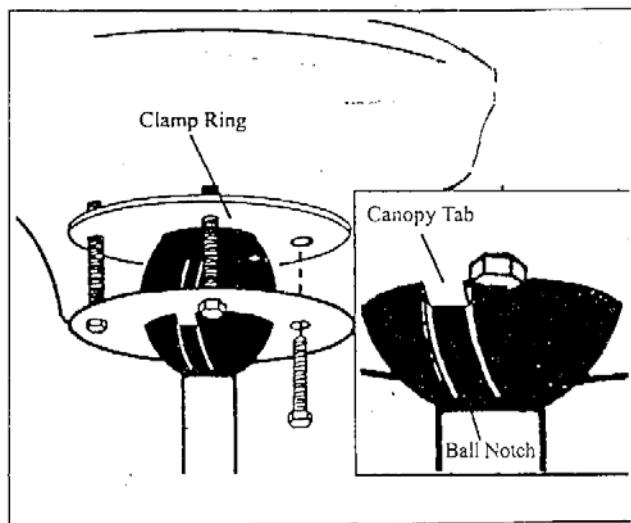


Fig 8

Next step. After fan is installed and hanging straight. Tighten the anti-wobble canopy bolts with pliers or wrench to eliminate wobble during operation. NOTE: Overtightening bolts may damage canopy.

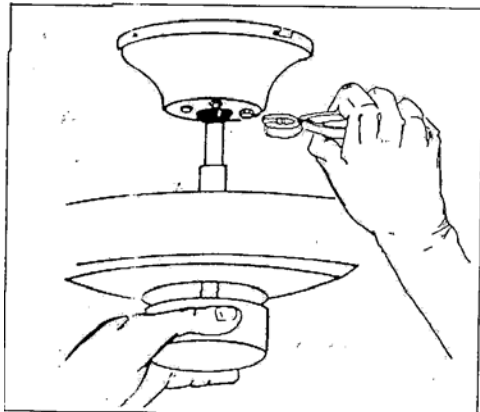


Fig 9

# HUGGER STYLE

**FLUSH MOUNT OPTION:** Attach canopy directly to top of motor housing with flush mount screws and lock washers provided. Tighten screws securely.

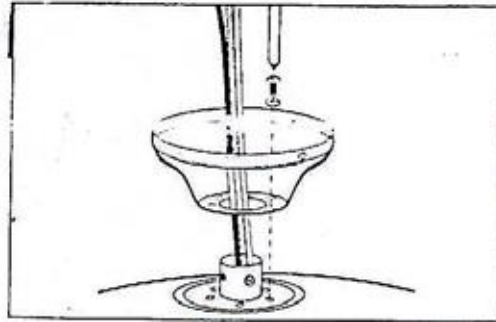


Fig 10

# ELECTRICAL CONNECTIONS

## Wiring connection

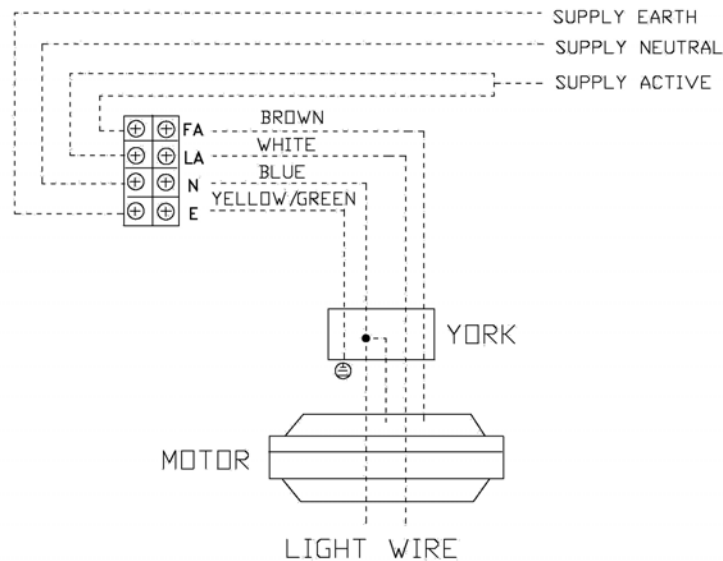
Carefully connect the wires as:

A/ fan ACTIVE wire from ceiling to “FA”, BROWN wire on terminal, from fan as LIVE/ACTIVE connection

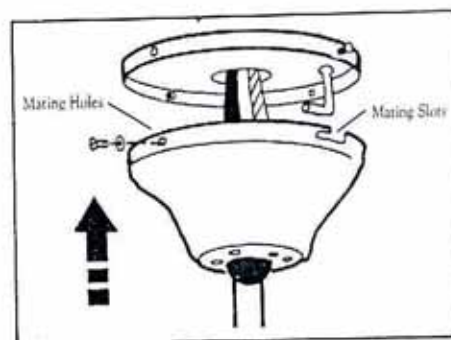
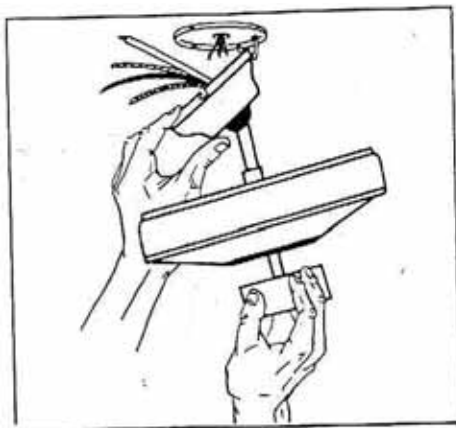
B/ light ACTIVE wire from ceiling to “LA”, WHITE wire on terminal from fan/light kit as LIVE/ACTIVE connection

C/ NEUTRAL wire from ceiling to “N”, BLUE wire on terminal from fan as NEUTRAL connection

D/ EARTH wire from ceiling to “E”, Green or GREEN/YELLOW wire on terminal from fan as EARTH connection



Secure canopy to the hook of mounting plate (1) and secure canopy to mounting plate by screw.

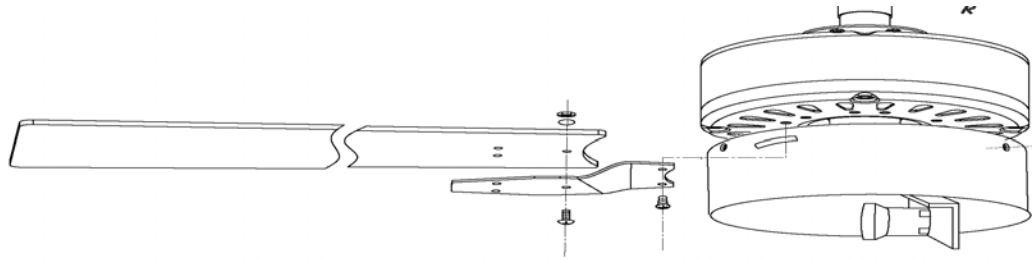


Ensure all wires are arranged in a tidy fashion, and make sure you can place the ball to sit well into the canopy. This is important to make sure the fan is free from wobbling.

Align the open slotted holes with the two screws inserted. Give the fan a slight turn until the washers align with the closed end of the slotted holes. Insert the remaining two screws and washers in the remaining two holes of the canopy. Tighten all screws.

# BLADE ATTACHMENT

1. Get the screw from blade holder through the blade and then fix with the nuts.



2. Or Place screw through the blade and start the screw into the blade arm repeat this procedure without tightening the screw until all 3 screws have been started into the blade arm (Fig.11). As most fan use concealed screw blades arms, screws may not go through the whole blade arms.
3. Tighten each screw starting with center screw.
4. Fasten blade assembly to motor with provided screws. Repeat procedure for remaining blades. (Fig. 11B)
5. Make sure the blades are more than /at least 2.1m from the floor, avoid any object in the path of the blades.

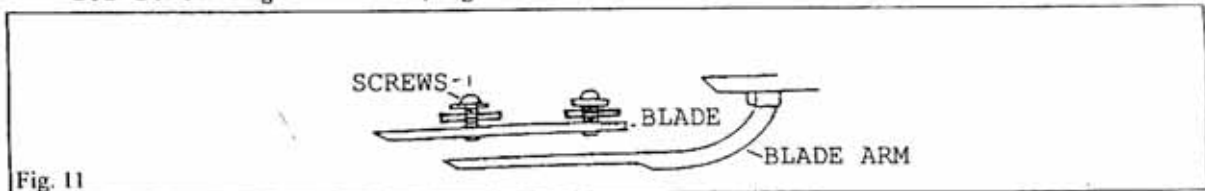


Fig. 11

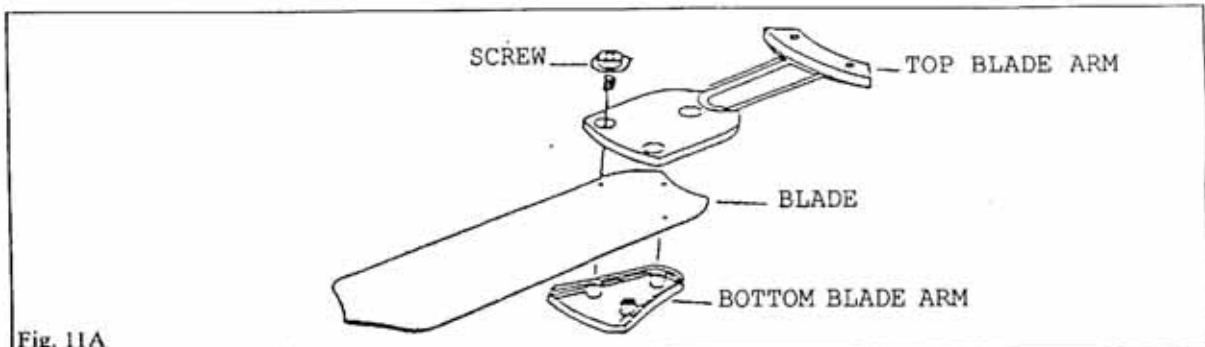


Fig. 11A

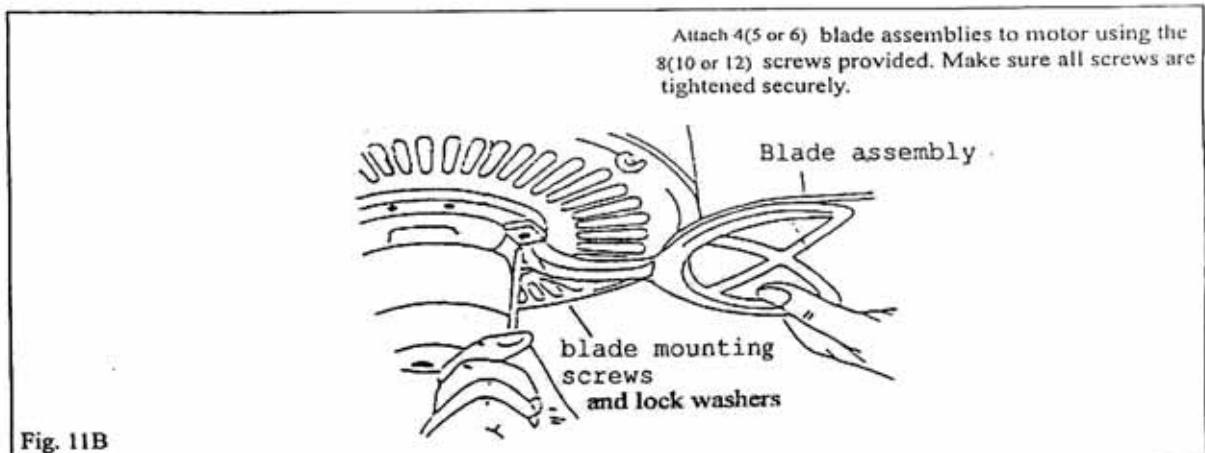


Fig. 11B

## INSTALLING GENERAL TURTLE LIGHT KIT (OPTIONAL)

1. Locate two wires in the switch housing (white and blue labeled " for light").
  2. Connect them to the light kit wire connectors (Fig. 12)
    - White to white
    - Blue to blue
- Secure all splices with electrical tape to prevent connectors from vibrating loose during fan operation.
3. Carefully push all wires back into the switch housing. Then attach housing cover plate to switch housing with the 3 screws provided.
  4. Attach the glass shades to the light kit, using 3 thumb screws per shade (provided). Do not over-tighten the thumb screws as glass may break. Install (60 watt max). light bulbs (not provided). Glass shade & thumb screws are not provided on the spot light fan.
  5. Restore power and your light kit is ready for operation.
  6. If the light kit does not work, turn off the electricity and lower the canopy on your ceiling fan. Make sure the blue wire is connected to black household wires (please refer to electrical connections section in this manual).

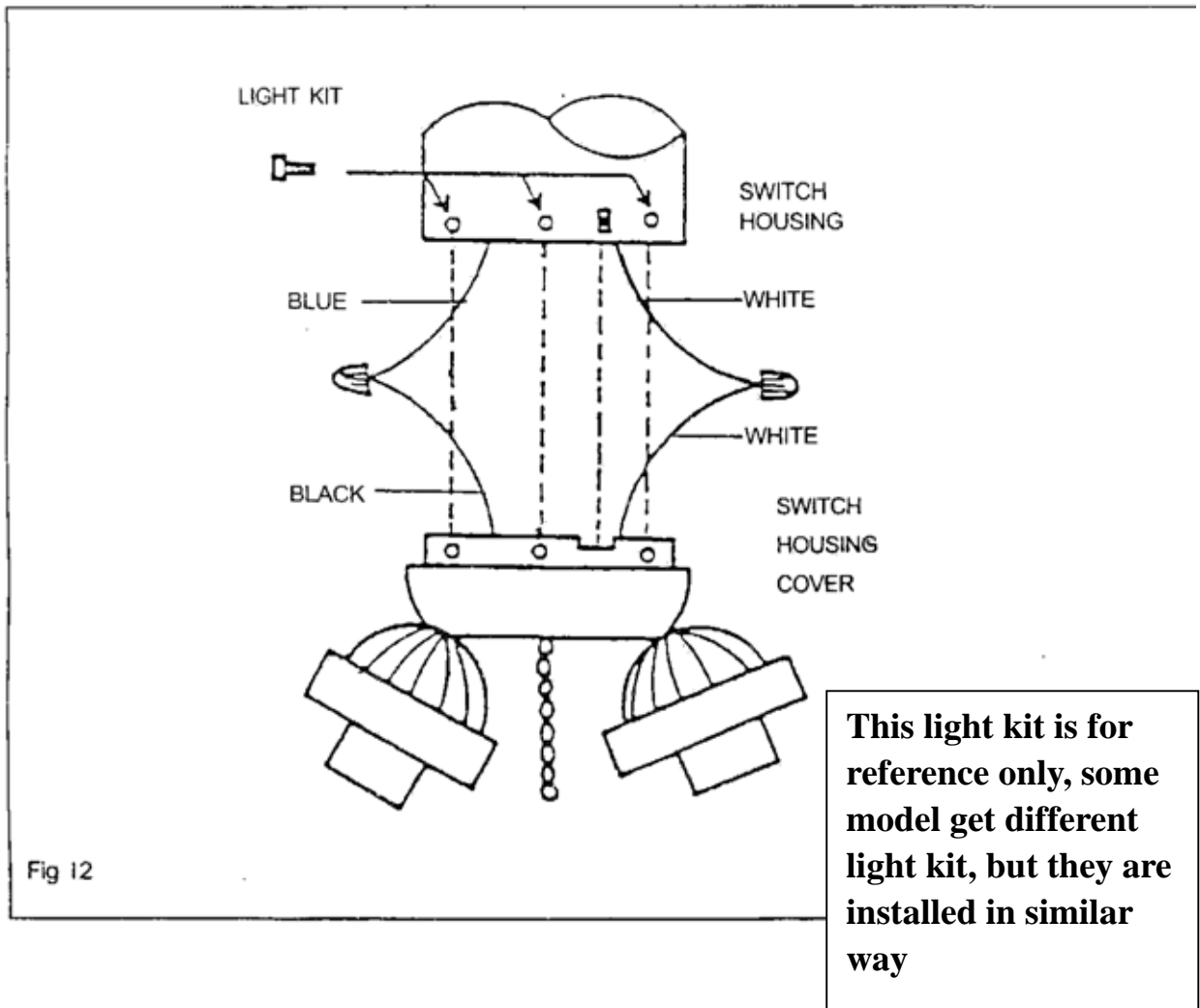


Fig 12

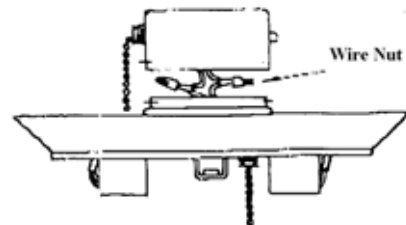
## INSTALLING DISC BOWL LIGHT KIT(OPTIONAL)

1. Remove switch housing screws and then remove bottom cap of switch housing shell on fan.
2. Locate two wires in the switch housing (white and blue labeled " for light").  
Connect them to the light kit wire connectors

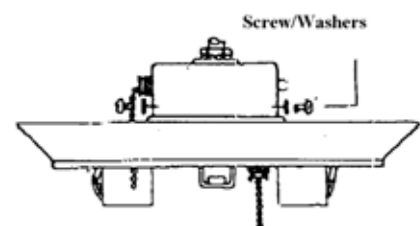
White to white

Blue to blue

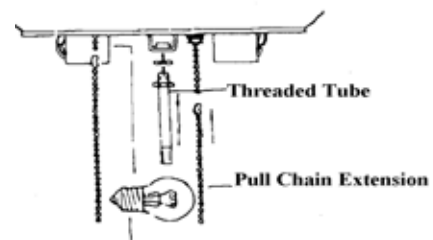
Secure those wires with wire nuts in the fan.



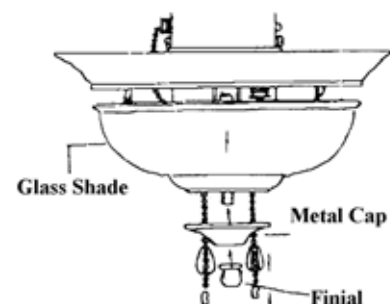
3. Carefully push all wires back into the switch housing. Then attach housing cover plate to switch housing with the 3 screws provided.



4. Install light bulbs, (60 watt max) , to the lampholder. . Light bulbs (not provided).



5. Attach the glass shades to the light kit, and screw up the finial. Do not over-tighten the finial , glass may break. Slide the bowl glass over the threaded nipple, followed by the cap, and then finial. Twist finial clockwise until snug (see figure)
6. Lower chains thru hole in bowl and glass cap.
7. Attach chain extension

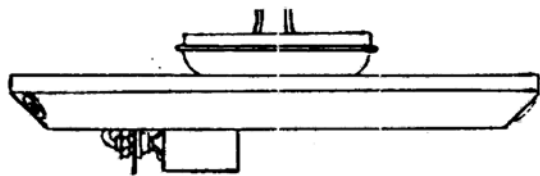


8. Restore power and your light kit is ready for operation.
9. If the light kit does not work, turn off the electricity and lower the canopy on your ceiling fan. Make sure the blue wire is connected to black household wires (please refer to electrical connections section in this manual).

# INSTALLING DISC LIGHT KIT (OPTIONAL)

1. You may purchase a fan with Light Pan instead of cluster light kit mentioned above. For any kind of light kit, you should complete the blade installation before attaching this light kit assembly. **REMEMBER** to disconnect the main power before installing the light kit by removing the fuse or circuit at the electrical panel box

## Parts Identification



Light pan

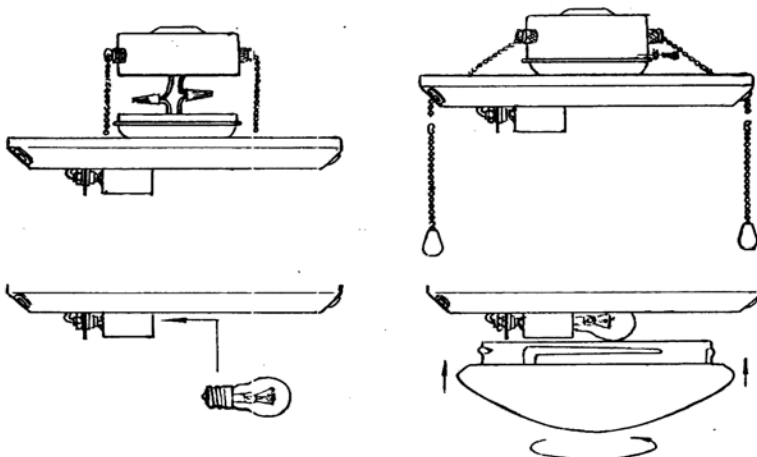


Glass shade



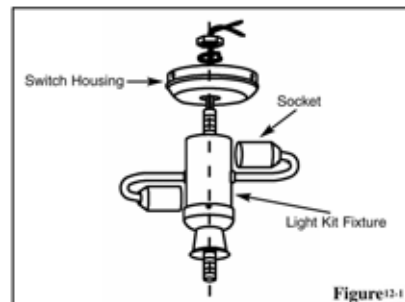
Pull chain

2. The whole light kit assembly includes the above parts. Locate these parts from the package and be careful not to damage the glass shade.
3. Locate the two light kit wires from the switch housing of the fan assembly. Attach the light kit wires from the light pan to the light kit wires of the switch housing, White to White, Blue to Blue of the switch housing using the wire nuts provided.
4. Align the three holes on the light pan with the three holes on the switch housing rim. Secure the light pan onto the switch housing with the three screws and washers provided.
5. Install the light bulb (not included) onto the lampholder sockets. Uses maximum 60 watts as the warning label suggested.
6. The glass shade belongs to the twist-and-lock type. The rim of the glass shade comes with two grooves. Align the openings of the two grooves with the two notches of the light pan.
7. Turn the glass shade under the light pan along the grooves until the glass is completely in place. When it is locked in place, it cannot be loosened just by counter-rotating the glass. Try this to make sure that the glass is safely locked.
8. Route the two pull chains through the two holes on the side of the light pan.
9. Attach the pull chain extensions at this stage by passing the extension chains.
10. Check that all assemblies are firmly secured. Your light kit is now ready for use.

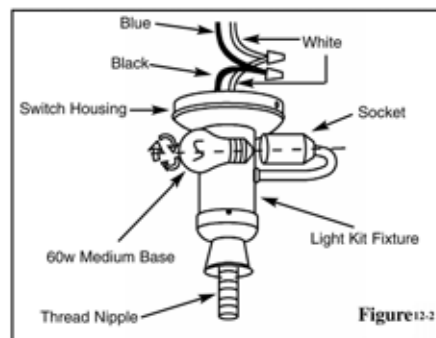


# INSTALLING BOWL LIGHT KIT (OPTIONAL)

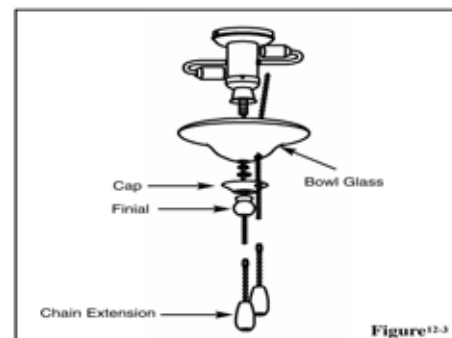
1. Remove switch housing screws and then remove bottom cap of switch housing shell on fan.



2. Locate two wires in the switch housing (white and blue labeled " for light"). Connect them to the light kit wire connectors (Fig. 12-2)
3. White to white
4. Blue to blue
5. Secure those wires with wire nuts in the fan



6. Carefully push all wires back into the switch housing. Then attach housing cover plate to switch housing with the 3 screws provided.
7. Attach the glass shades to the light kit, using 3 thumb screws per shade (provided). Do not over-tighten the thumb screws as glass may break. Install (60 watt max). Light bulbs (not provided).
8. Slide the bowl glass over the threaded nipple, followed by the cap, and then finial.
9. Twist finial clockwise until snug (see figure (Fig. 12-2)
10. Lower chains thru hole in bowl and glass cap.

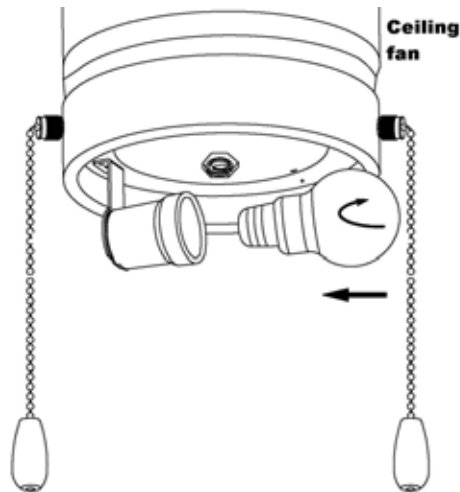


11. Restore power and your light kit is ready for operation.
12. If the light kit does not work, turn off the electricity and lower the canopy on your ceiling fan. Make sure the blue wire is connected to black household wires (please refer to electrical connections section in this manual).

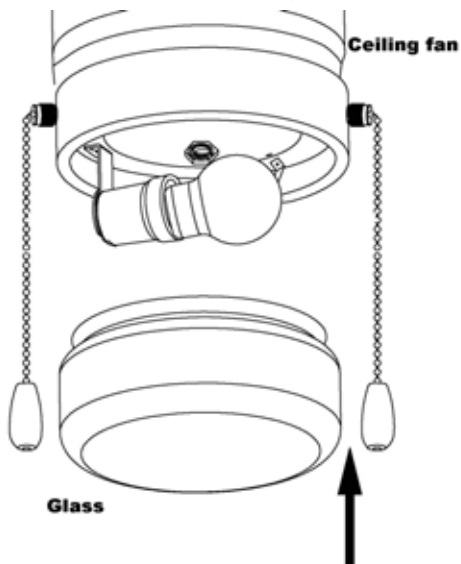


# INSTALLING CLIPPER LIGHT KIT (OPTIONAL)

1. Install light bulbs, (60 watt max) , to the lampholder. . Light bulbs (not provided).



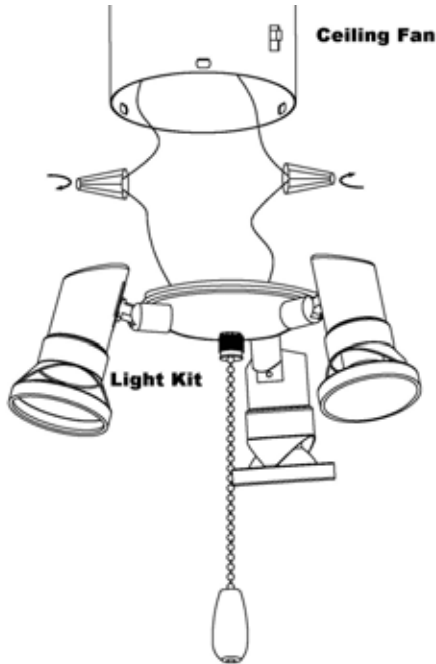
2. Attach the glass shades to the light kit, and spring of the light kit will fix the glass, pls make sure the glass is secured



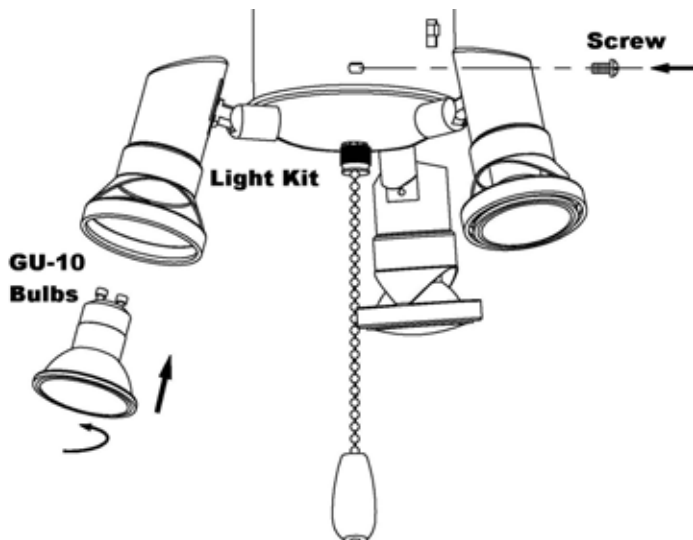
3. Restore power and your light kit is ready for operation.
4. If the light kit does not work, turn off the electricity and lower the canopy on your ceiling fan. Make sure the blue wire is connected to black household wires (please refer to electrical connections section in this manual).

# INSTALLING SPOTHEAD LIGHT KIT (OPTIONAL)

1. Locate two wires in the switch housing (white and blue wire).
2. Connect them to the wire from light kit with wire connectors
3. White to white
4. Blue to blue



5. Secure all splices with electrical tape to prevent connectors from vibrating loose during fan operation.
6. Carefully push all wires back into the switch housing. Then attach housing cover plate to switch housing with the 3 screws provided, also install GU 10 bulbs.



7. Restore power and your light kit is ready for operation.
8. If the light kit does not work, turn off the electricity and lower the canopy on your ceiling fan. Make sure the blue wire is connected to black household wires (please refer to electrical connections section in this manual).

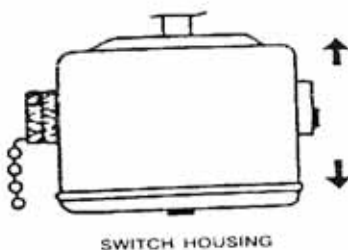
# OPERATION

1. Restore electrical power by turning on the electricity at the main fuse box.
2. Turn on the wall switch.
3. Your fan has two controls on the switch housing

## SPEED CONTROL

Pull Chain Switch  
(tug gently)

- Pull Speed
- 1 High
  - 2 Medium
  - 3 Low
  - 4 Off



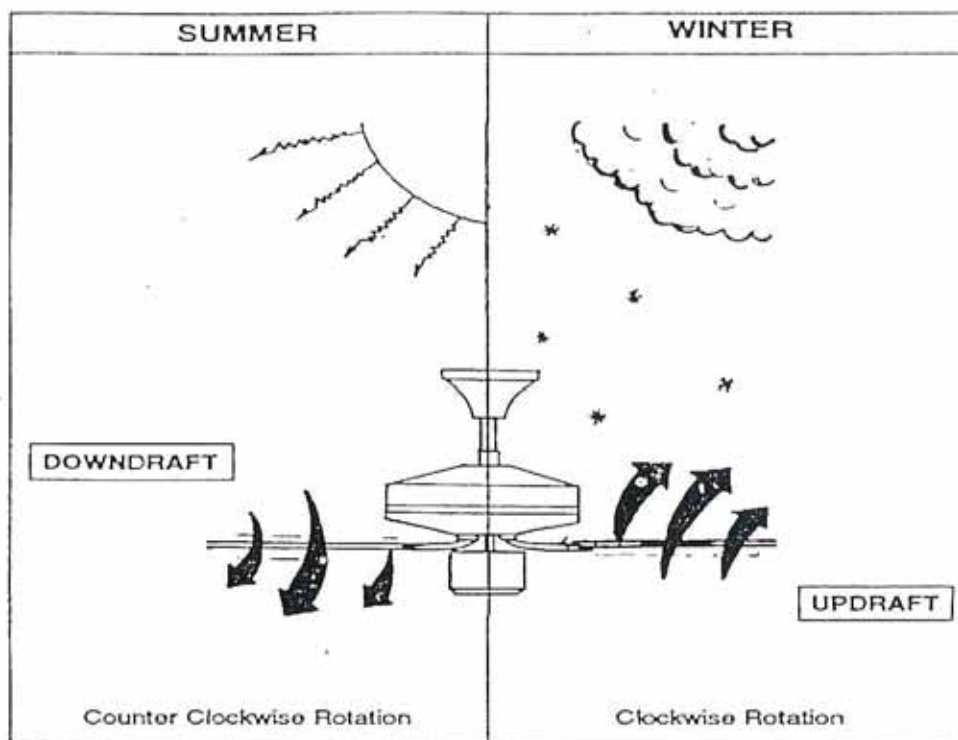
**DIRECTION CONTROL**  
Reverse Slide Switch  
(up and down)  
Up for upward air flow  
to recirculate air  
upward  
Down for downward air  
flow for a cooling effect

**NOTE: ON FANS WITH 3 SPEEDS:** 1 Pull-High 2. Pull-Medium 3. Pull-Low 4 .Pull-Off

Or you can incorporate the wall control (contact a qualified electrician for installation), Keep the fan in HIGH speed and adjust speed from wall control

Turn off and let fan stop before changing setting of the reverse slide switch.

Your ceiling fan is a sensible choice to cool as well as help you warm your living area. You will have a reduction in both heating and cooling costs by regular use of your fan. In summer, put the reverse switch in the forward position so air is blown down, producing a cooling breeze. In winter, reverse the fan so an upward airflow will push warm air off the ceiling and balance the temperature in the room. In winter, run the fan at lower speed than in the summer.



Switch on power and test ceiling fan and light after completing all wiring connections. If you find any problem, please check the "Trouble Shooting Checklist" included in this booklet before calling for service. Unnecessary calls are inconvenient for all and can attract a service charge.

**MECHANICAL NOISE MAY BE NOTICED ON INSTALLATION-ALLOW AT LEAST 8 HOURS SETTLING-IN PERIOD. REMEMBER, SOME FANS MAY WOBBLE SLIGHTLY, ESPECIALLY ON HIGH SPEED.**

# FAN CARE AND WARRANTY INFORMATION

## WARRANTY SERVICE

The manufacturer warranty covers actual faults that may develop, but NOT minor complaints, e.g. hearing slight noise from motor in operation—ALL ELECTRIC MOTORS ARE AUDIBLE TO SOME EXTENT.

### WOBBLE

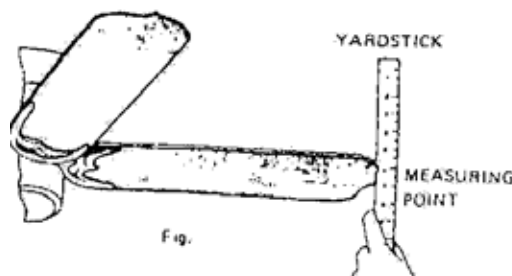
- Ceiling fan tend to move during operation because they are not generally rigidly mounted—if they were, they could generate excessive ceiling vibration and stress on their mountings.
- Movement of a couple of centimeters is quite OK and does not suggest the fan will fall down.
- Ceiling fans are mounted very securely on steel brackets with rubber cushioning or with ball-joints to allow free movement.
- **Please note that all ceiling fans are not the same, even in the same model—some may move more or less than others. Movement of a couple of centimeters is quite OK and does not suggest the fan will fall down.** Even all blades are weighted and grouped by weight, it is impossible to eliminate wobble altogether and should not be considered a problem. Ceiling fans tend to move slightly during operation because they are not generally rigidly mounted.

The following should be performed to reduce any evident wobble.

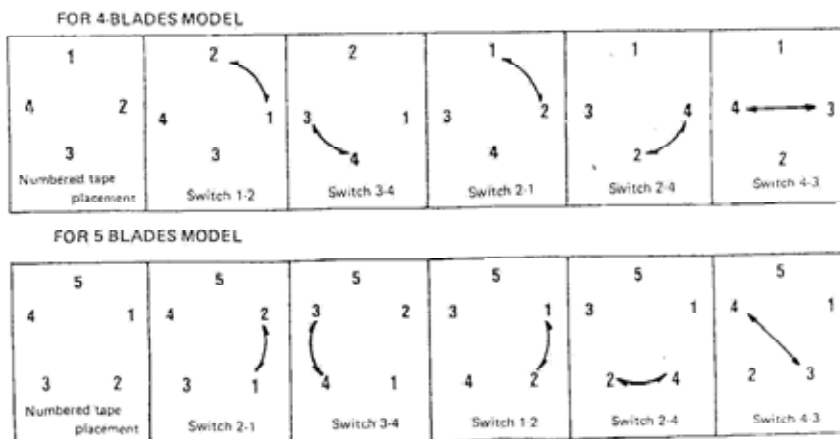
**A/ Check all the blade brackets are tightened securely.**

**B/ Wobble may result from inconsistent blade level. To check blade level, measure the distance from each blade tip to the ceiling. If measurements are inconsistent, adjustment of the brackets will be required. All measurements must be the same.**

**C/ Blade tracking may be checked simply by use of a household yardstick as shown in below Figure. Place the yardstick vertically against the ceiling and even with the outside leading edge of a blade. Note the distance of the edge of a blade same as others. Turn the blade slowly by hand to check the remaining blades. If a blade is not in alignment, the blade holder may be gently bent up or down to be in line with the other blades.**



**D/ Some fan movement is normal. However, interchanging an adjacent (side by side) blade pair may redistribute the weight and result in smoother operation.**



## CARE & CLEANING

- **Periodic cleaning of your ceiling fan is the only maintenance required. Use a soft brush or lint free cloth to avoid scratching the finish. Please turn off electricity when you do so.**
- **Do not use water when cleaning your ceiling fan. It could damage the motor or the wood blades and create the possibility of an electrical shock**
- **Motor has permanently lubricated ball bearing. No need to oil**

Threaded components working slightly loose or blade carriers even slightly bent due to vigorous cleaning or bumping can cause extra wobble and noise. THIS IS NOT COVERED UNDER WARRANTY- but a little care and maintenance can reduce or prevent this problem.

## BUMP-IN-THE NIGHT

This is the biggest cause for service calls, which are outside the manufacturer's warranty. If a fan has a fault, it will be noticeable at all times. Naturally, when everything is quiet at night, you will be more inclined to hear small noises, which may not be noticeable at other times. Even slight power fluctuations, and mains frequency signals superimposed in your electricity supply for off-peak hot water control may cause a change in fan motor noise. This is normal.

## FAN LIGHT

FAN LIGHTS ARE NOT COVERED UNDER IN HOME WARRANTY. Noises and vibration etc are often more accentuated when a fan light is fitted. GLOBES ARE NOT COVERED UNDER WARRANTY  
For instance, a fan light glass that has not been tightened or worked loose can cause a rattle. Again, care and maintenance will reduce this

Any problem with any glass of a light kit should be advised to the place of purchase on opening the box.

## WARNING

- **The appliance is not intended for use by young children or infirm person without supervision.**
- **Young children should be supervised to ensure that they do not play with the appliance.**
- **The fan must be installed so that the blades are more than 2.1 meters above the floor.**
- **According to law in Australia, ceiling fans must be installed by licensed electrician**
- **According to our warranty terms, only fans installed by a licensed electrician have cover for warranty service**

# TROUBLE-SHOOTING CHECKLIST

TROUBLE	PROBABLE CAUSES	SUGGESTED REMEDY
1. Fan will not start	A/ Fuse or circuit breaker blown. B/ Loose power line connections to the fan. C/ Speed controller not in correct position.	A/ Check main and branch circuit fuses or circuit breakers. B/ Check line wire connections to fan C/ Check speed controller's position.
2. Fan Wobbles	A/ Fan blades are not horizontal to ceiling. B/ Blade screws are loose.	A/ Measure from ceiling to tip of blades, then rotate fan so all blades are checked for equal height from ceiling (not adjustments may be made by slight pressure up or down on blade holders). Make sure all screws are securely fastened.
3. Fan sound noisy	A/ Top canopy touching ceiling. B/ Loose fan blade screws. C/ Ceiling fan not secured against ceiling. D/ Incorrect speed controller.	A/ Lower Canopy from ceiling to ensure minimum 3 mm clearance. B/ Re-tighten all screws on fan blades but never over-tighten. C/ Re-tighten all screws in the hanging bracket or plate. D/ Change the controller to the one supplied.
4/ Mechanical Noise	A/ Allow at least for 8 hours settling-in period.	

## NOTES TO INSTALLERS

- All electric motors, including fans make some noise and may feel hot if touched—This is not a fault.
- Some fans may wobble more than another—even in the same model.
- Fan lights may rattle. This is not covered under warranty
- Fan wall controller may make a slight buzz and get warm especially on lower setting

These occurrences are not covered by the manufacturers warranty.

# WARRANTY CONDITIONS

This product is guaranteed against electrical defects in material or manufacturing workmanship for faults when under normal domestic conditions for a certain period of time (pls refer to the warranty card for duration) from the date of purchase. This warranty covers parts and labour costs for the motor subject to the following conditions:

1. Installation being performed by a qualified licensed Electrician.
2. This warranty will not apply if the ceiling fan is installed by other than a licensed electrician. Problems arising from incorrect installation are not covered by warranty. The cost of repairs and/or service call where the defect is due to the installation and not due to faulty material or workmanship, in accordance with wholesaler and their authorized agent, will be payable at time of repair.
3. The correct controller being fitted to the fan

Only use the controller supplied with the fan or a genuine replacement. Using solid-state dimmer type or non-genuine controllers will void the warranty. Use of non-genuine controllers may cause the fan to operate with a loud hum and at altered speeds. Where controllers are supplied complete with light switch – do not use this switch to operate the fan. Fans connected using this switch to turn the fan on/off, will not be covered by warranty.

4. Repair work being carried out by approved electrician only after authorisation by wholesaler or their authorised agent to complete the repair and is subject to the supply of dated proof of purchase and installing electricians details.
5. The serviceable area governing in-home service to be as defined by wholesaler and their authorized agent.
6. The exclusion from warranty of any changes to ceiling fan blade, plated and/or painted finishes due to climatic conditions or other circumstances deemed to be beyond the control of wholesaler or their authorized agents.
7. The warranty service does not cover:
  - a. Traveling costs incurred where service is requested at premises, or areas deemed to be outside the agents service zone, or at times outside normal servicing hours, as defined by wholesaler or their authorized agent.
  - b. Transportation and in-transit insurance costs, if the product or parts thereof have to be returned for repair or replacement to wholesaler or their authorized agent.
  - c. Repair of defects caused by accident, fire, misuse, alterations modification, negligence, incorrect or incomplete installation/operation, any unauthorized person attempting to repair the ceiling fan, or acts of God.
  - d. Claims or damage to furniture, carpet, wall, ceiling foundations or any other consequential loss either direct or indirectly resulting from a faulty ceiling fan.

8. Except in the case of pre-packed light complete models, light fittings attached to the fan are not covered by this warranty. Where the fan is pre-packed complete with a light, the light fitting will be covered by warranty to electrical defect. Tarnishing caused by climatic conditions and breakage of glasses is not covered by warranty. Globes/lamps are also not covered by warranty. Any light fitting attached to the fan must be installed by a qualified licensed Electrician ensuring such attachments are complete and do not affect the fan's performance. Light fittings will often accentuate noises and vibrations, which can be traced to loose glasses or fittings and are not covered by warranty. Broken glass as supplied in the pre-packed light complete models is not considered an item requiring a warranty service call. Notification within 48 hours of installation is required where glasses have found to be broken on unpacking.
9. The warranty applies to actual faults, which may develop. Minor running noises are not covered. All electrical motors have some audible noise. Allow at least eight hours of operation to allow the bearings to properly seat. The fan, especially when set on low, may feel warm to touch – this is not a fault. If excessive heat is generated a service call may be required. Fan noises can vary due to slight power fluctuations and mains frequency signals for off – peak controlled appliances. These changes are most noticeable in the quiet of night.
10. Threaded components such as blade nuts can work slightly loose during normal operation. These should be tightened regularly to ensure the fan doesn't develop operation noises. If noises do develop, check this aspect before requesting service. This is not covered by warranty.
11. Minor variation of speed may be evident between different fans, even in the same model and is not a product fault and not covered by warranty.
12. Blades are not covered by warranty against defect in material. The replacement of the blades is not covered by the in home warranty service call, Notification within 48 hours of installation is required where blades have found to be broken on unpacked, access wholesaler or their authorized agent who will send you spare part at your delivery cost. Blades affected by climatic conditions and by maintenance are not covered by this warranty.

This warranty applies only to Australian states, it's mainland territories and New Zealand. The benefits of this warranty are in addition to any benefits offered under state or territory law.

For under warranty service, contact wholesaler or their authorized agent and advise: model number and style, the nature of the fault, date and place of purchases. Service can not be arranged without this information.

Prior to requesting service, please consult the Trouble-shooting check list.

- All electric motors, including fans, make some noise and may feel hot to touch – this is not a fault.
- Some fans wobble more than others – even the same model.
- Blades are weighed to be within tolerance to minimise wobble. In multiple installations do not mix blades from fans.
- Blade carriers can be easily bent. This is another cause of fan wobble. Ensure the blades and carriers/holders are attached to the motor only after it is hung or use a cradle so the carriers/holders are not damaged.
- Fan lights can rattle and are not covered by warranty.
- Finish to the fan, including blades and light complete models, are covered by 6 months warranty.
- Blade and glass replacement are not covered by in home servicing.