



**FANCO** HORIZON DC  
CEILING FAN  
INSTALLATION MANUAL

## HORIZON DC 52" & 64" Ceiling Fan Installation Manual

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CFFCHZ3WHW - CFFCHZ3WHR - CFFCHZ3BRW - CFFCHZ3BRR

**THIS IS NOT A DIY PRODUCT.  
THIS PRODUCT MUST BE INSTALLED BY A QUALIFIED ELECTRICIAN**

YOUR FANCO HORIZON DC CEILING FAN - Congratulations on purchasing your new Fanco HORIZON DC Ceiling Fan. Before attempting to install your appliance it is important to read the instructions in this Installation Manual, even if you are a qualified installer already familiar with this type of product.

Find a safe place to keep this Installation Manual handy for future reference.  
The Installation Manual can also be downloaded from [www.fanco.com.au](http://www.fanco.com.au)

### IMPORTANT SAFEGUARDS:

Read all instructions carefully, even if you feel you are quite familiar with this type of appliance. When using electrical appliances, in order to reduce the risk of fire, electric shock, and/or injury, these basic safety precautions should always be followed:

1. This ceiling fan **MUST** be installed by a Qualified Electrical Contractor in accordance with the local regulations, and all local, state and national electrical codes. Any alterations or additions to building wiring must be completed by a licensed electrical contractor, or person authorised by legislation to work on the fixed wiring of any electrical installation. All wiring must be done by a licenced Electrician as warranty may be voided if proof cannot be provided.
2. The fan must be connected to a 240V AC 50Hz power supply.
3. 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.
4. The fan must be earthed.
5. The fan must be installed so that the blades are at least 2.1 metres above the floor.
6. The ceiling fan weight for the 64" model is 9.1 kg and for the 52" model is 8.6 kg. The structure that the ceiling fan is mounted to must be capable of supporting a weight of at least 45kg. The fixing must be able to support the moving weight of the fan and must not twist or work loose.
7. 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.
8. **DO NOT** use outdoors unless installed in an enclosed alfresco area. In this case the fan should be installed under cover, and at least 1.5m from the edge of the eave/roof. Installing the fan in a position where it could be exposed to water or moisture is dangerous and will void the warranty.
9. **DO NOT** connect the fan motor to non-approved control appliance. This may cause damage to the motor and/or controller. Use **ONLY** the provided remote or wall control.
10. This appliance is not to be used 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.
11. Young children should be supervised to ensure that they **DO NOT** play with the appliance.
12. It is **NOT** recommended that ceiling fans and gas appliances be operated in the same room at the same time.
13. Do not insert anything into the fan blades whilst they are spinning. This will damage the blades and upset the balance of the fan causing the unit to wobble.
14. After the fan is completely installed make sure that all base and fan blade fixings are secured and tightened to prevent any problems.
15. 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 remain secured. If any are loose, tighten.
16. If unusual oscillating movement is observed, immediately stop using the ceiling fan and contact the manufacturer, its service agent or suitably qualified persons.
17. The mounting of the suspension system shall be performed by the manufacturer, its service agent or suitably qualified persons.
18. The replacement of parts of the safety suspension system device shall be performed by the manufacturer, its service agent or suitably qualified persons.
19. If it is necessary to replace the live or neutral brushes to ensure operation of the motor then both brushes and the earth brush shall be replaced at the same time. The brushes shall only be replaced by a suitably qualified person.
20. An all-pole disconnection incorporated in the fixed wiring is to be provided, such as an all-pole switch or a supply cord fitted with a plug.

**IMPORTANT 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.

#### FAULT FINDER:

- Always check the “Trouble Shooting Checklist” included in this booklet before seeking warranty claim.
- Mechanical noise may be noticed on installation. Allow at least 8 hours settling-in period.
- Some fans may wobble more than others, even if identical. This does not necessarily indicate a fault.

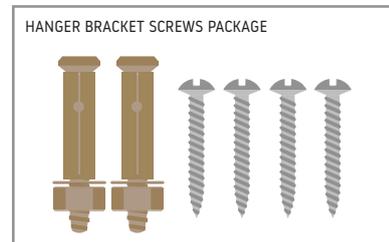
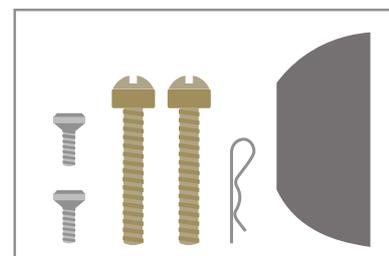
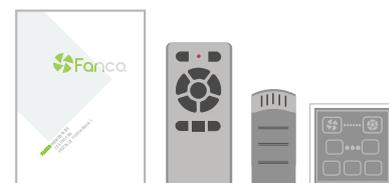
#### PREPARATION:

1. Unpack your ceiling fan carefully, then remove all parts and components, and lay on a cloth or soft surface to avoid damage. DO NOT lay the motor housing on its side, the housing may get damaged.
2. Before commencing installation, check that all parts are included.

NB: You may need to remove all foam packaging material to ensure there are no missing components.

### PARTS OVERVIEW:

1. 1 x Installation and Warranty manual
2. 1 x Finished Motor
3. 1 x Mounting Bracket
4. 1 x Motor Housing cover
5. 3 x Blades
6. 1 x Downrod Screws and Rod Package; 2 small screws, ball-pin and Cross-pin, Cotter Pin, Canopy Drop Ball
7. 1 x Screws Package for Hanger Bracket
8. 1 x 12.5cm Downrod
9. 1 x 25cm Downrod
10. 1 x Balancing Kit
11. 1 x Canopy cover
12. 1 x Small Cover for top of motor housing cover (York)
13. 1 x Bottom Plate
14. 1 x Remote Transmitter and Receiver Kit  
OR 1 x Wall control Transmitter and Receiver Kit (Depending on model)



## INSTALLATION AND ASSEMBLY

**CAUTION:** Before installing the fan make sure you have turned OFF the electricity supply.

### SELECTING A LOCATION:

1. Choose a location for mounting the fan where the blades will have at least 2.1 metres of clearance from the floor.
2. 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.
3. DO NOT use outdoors unless installed in an enclosed alfresco area. In this case the fan should be installed at least 1.5m under covers from the edge of the eave/roof. Installing the fan in a position where it could be exposed to water or moisture is dangerous and will void the warranty.
4. If the location you have chosen does not have a suitable support beam capable of supporting 45 kg, install a brace 2" x 4" between the ceiling joists as a support medium.
5. Secure the hanging bracket to the ceiling joist or suitable structure that is capable of carrying a load of at least 45 kg, with the two long fixing screws provided. Ensure that at least 30mm of the screw is threaded into the support.
6. This Ceiling fan can be installed on flat ceiling or a raked ceiling of up to 25 degrees.

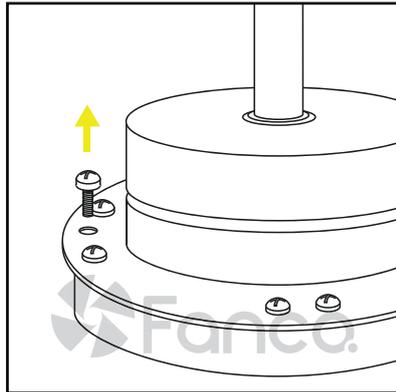
**NB:** The fixing screws included are designed for use when ceiling fan is secured onto timber joists. For all other surfaces, additional and suitable fixing screws for that surface will need to be purchased.

**MUST BE INSTALLED BY A QUALIFIED ELECTRICIAN**

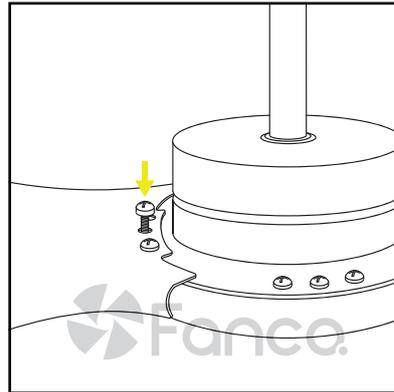
## INSTALLATION STEPS

### 1. Install the blades on the motor housing

- 1.1. Unscrew screws from Motor (9 in total)
- 1.2. Align the blade with the screw holes on the motor housing & secure with the screws removed in step 1.1
- 1.3. Tighten all the blade screws securely and evenly.



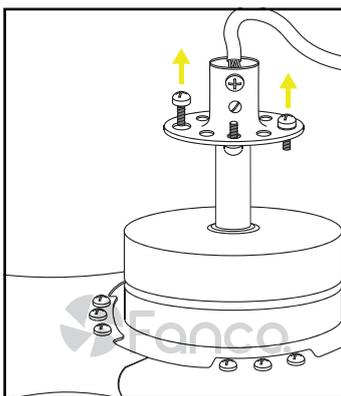
1.1



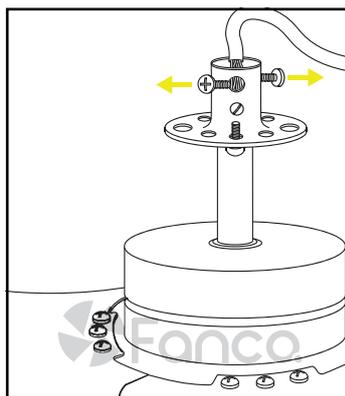
1.2

### 2. Install Motor Housing

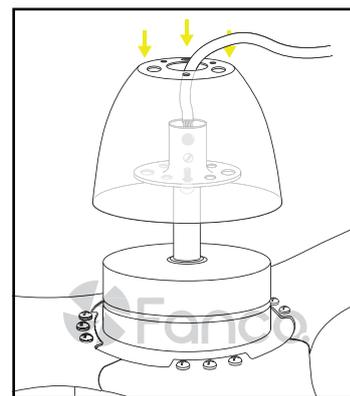
- 2.1. Remove 3 Screws from flat ring at the top of the downrod connected to the motor
- 2.2. Remove 2 screws that are holding downrod
- 2.3. Place motor housing over motor with wire threaded through hole
- 2.4. Secure motor housing using the 3 screws to screw to the ring removed in 2.1



2.1



2.2

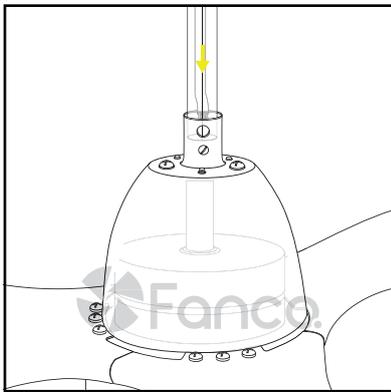


2.3

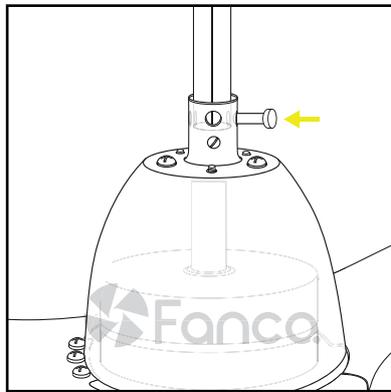
## INSTALLATION STEPS

### 3. Install the Downrod

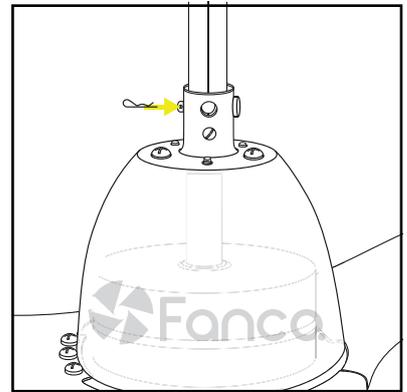
- 3.1. Select rod size (12.5cm, 25cm or longer rod if purchased) and open Downrod Screws Bag
- 3.2. Thread wiring through the rod and insert rod above motor housing.
- 3.3. Insert Cross Pin (gently wriggle and rotate until it glides through both holes)
- 3.4. Place Cotter Pin on the other side of the cross-pin to secure the downrod to the motor bush.
- 3.5. Secure with two screws (removed in 2.2) on either side to make the downrod rigid in the motor bush.
- 3.6. Install York
- 3.7. Place the canopy cover through the rod, then place downrod ball at top of rod.
- 3.8. Install Holding Screw, then push ball up to fix onto Holding Screw, then use the two screws from the Downrod Screws Bag to Secure the Ball.



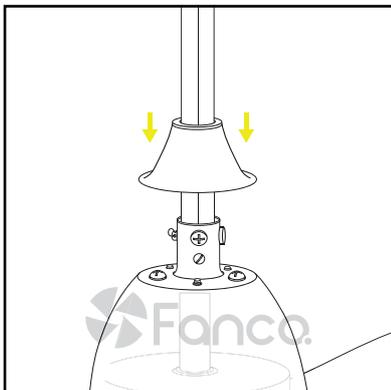
3.2



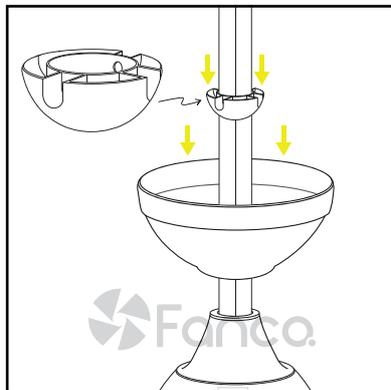
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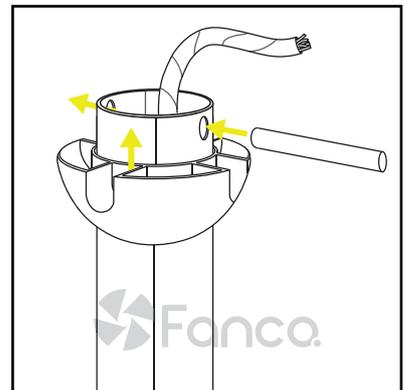
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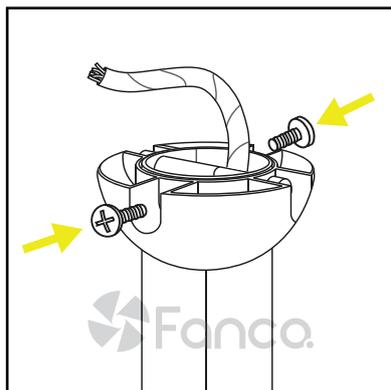
3.6



3.7



3.8.A

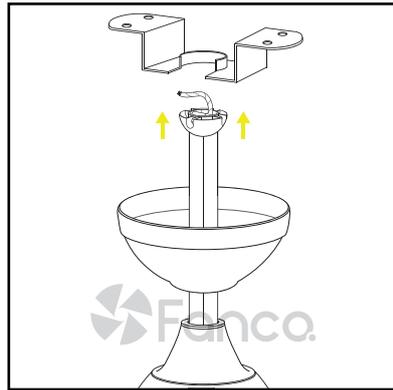


3.8.B

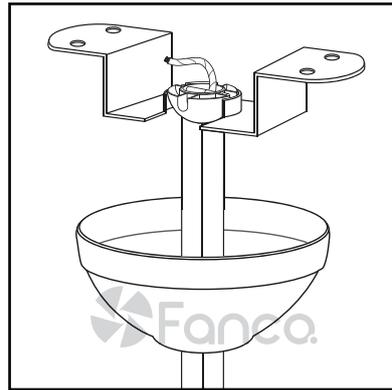
## INSTALLATION STEPS

### 4. Hang the fan

- 4.1. Secure the hanger bracket to the ceiling joist or suitable piece of timber inserted between the ceiling joists. The Hanger bracket should be secured using the screws provided.
- 4.2. Note - Fan and hanger bracket must be earthed during installation.
- 4.3. Carefully lift motor assembly (with blades) onto hanger bracket. Rotate fan until notch on down-rod ball engages the ridge on the hanger bracket. This will allow hands free wiring.



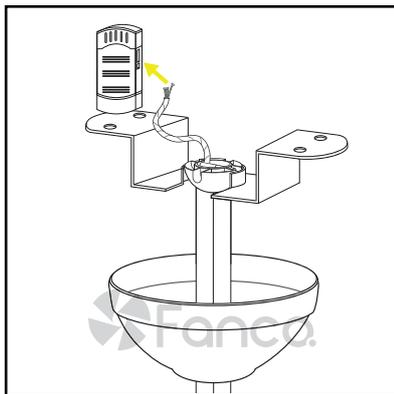
4.1



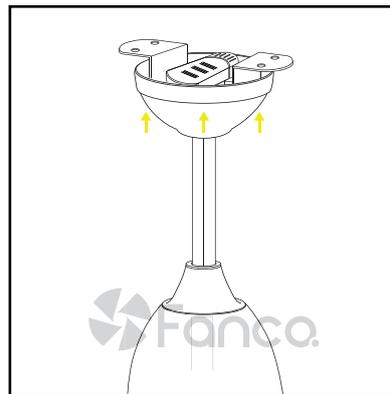
4.3

### 5. Connect the Remote or Wall Control Receiver

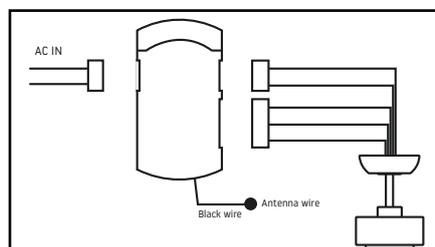
- 5.1. Connect the Motor wire couplings to the correct positions in the receiver.
- 5.2. Connect the Grounding Wire (Electricity Supply wire) to correct position in the receiver.
  - 5.2.1. Please see wiring diagram below
- 5.3. Fit the receiver in the gap in the Hanger Bracket
- 5.4. Fit the canopy cover to the Hanger bracket, by inserting the screws where the large part of the holes are and slide over to lock. Note: When installing the canopy be careful not to press down the antenna or other wires as these may break easily or short-circuit
- 5.5. Tighten screws.



5.1



5.4



5.2.1

## INSTALLATION STEPS

6. If being installed without light – insert cover by placing under motor and twisting gently to lock into place.

### 7. Light Installation

7.1. Connect LED driver plug to light wire plug.

7.2. Fit LED driver and LED panel to base of the light, using magnet system to secure.

7.3. Fit light diffuser by placing under motor and twisting gently to lock into place.

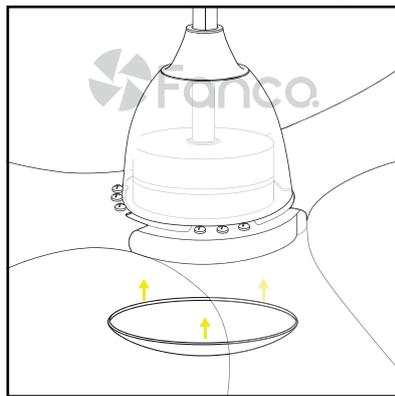
### 8. Wall Control Installation

8.1. The Wall control must be hard wired for electricity supply (no batteries required) and must be fixed to the wall with no access to wiring for safety.

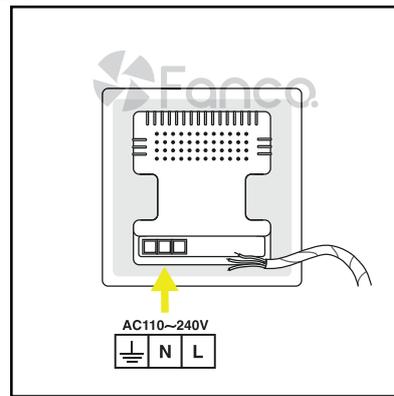
8.2. Connect the wiring from the mains supply to the relevant points as shown on the back of the wall control; see image below.

Connect the Live (L), Neutral (N) and Earth ( $\perp$ ) according to the markings on the Terminal Block.

9. Pair Remote or Wall control Transmitter to begin using your fan – see below for Pairing instructions.



6



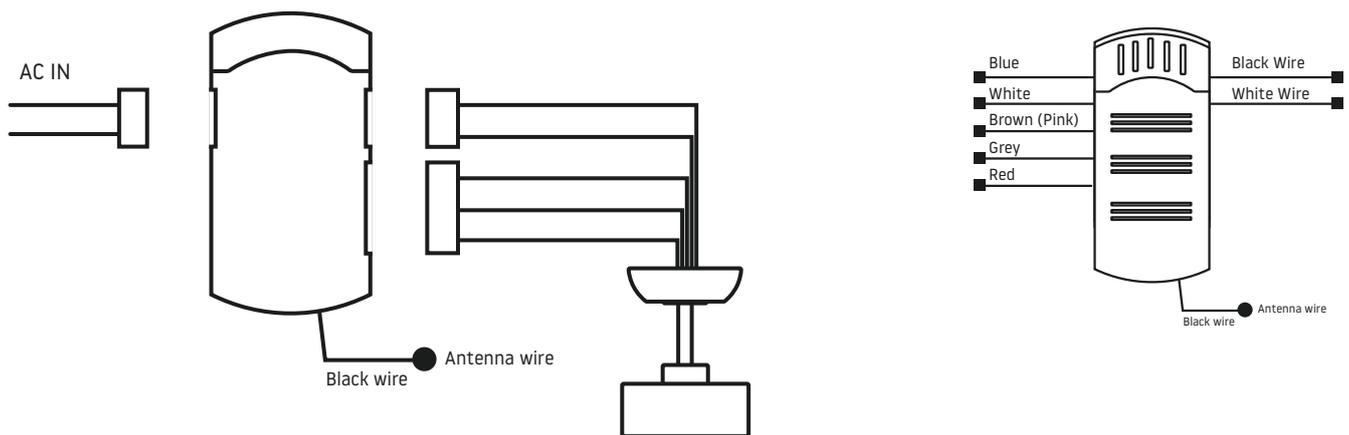
8.2

## ELECTRICAL CONNECTIONS

Ensure the power is off when installing this fan.

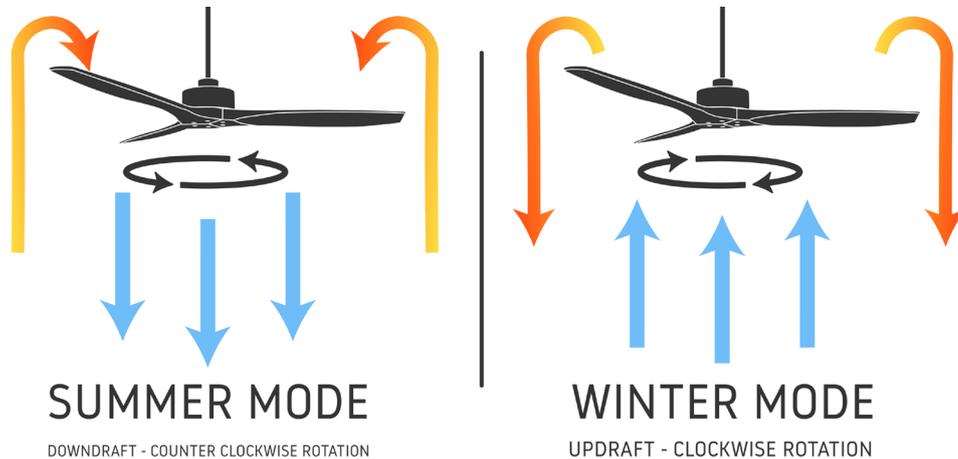
For your convenience, and to assist in easy installation & cleaning, your ceiling fan is connected with Fanco's easy connect system. Simply connect the male and female couplings, and then ensure excess wiring is retained inside the upper canopy.

Connect the Live (L), Neutral (N) and Earth ( $\perp$ ) according to the markings on the Terminal Block.



## REVERSE FUNCTION

The “Summer / Winter” reverse function is included in the remote control or wall control to make the fan rotate in an anti-clockwise direction during summer. In winter, this can be reversed, so that the blades now move in a clockwise direction.



## 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 paint finish on the blades and create the possibility of an electrical shock.
- The motor has a permanently lubricated ball bearing and as such, is maintenance free.

### NOISE:

The manufacturer warranty covers actual faults that may develop, but NOT minor complaints, e.g. motor operation noise - ALL ELECTRIC MOTORS ARE AUDIBLE TO SOME EXTENT; this is more obvious when the fan is operating at low speeds.

### WOBBLE:

- Ceiling fans are designed to move during operation because they are not generally rigidly mounted
- Movement of a couple of centimetres is acceptable for safe operation.
- Balancing kits included should be used to adjust the balancing when first installed.

### NORMAL WEAR AND TEAR:

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.

## REMOTE CONTROL SETTING AND OPERATION FOR DC FANS

NOTE: The Hand Held Remote Control System is equipped with a learning frequency function which has code combinations to prevent potential interference from other remote units. The frequency on your Receiver and Transmitter units have been preset at the factory. If the remotes need programming please following these instructions and use a small size tool to change the code switch setting for each remote.

### PAIRING THE REMOTE

1. Connect power to the fan; the receiver will beep after 2 - 20 seconds.
2. Press and keep pressed the on/off button (on remote) for 5 - 30 seconds until it beeps again.
3. The second beep indicates the remote is now talking to the fan.
4. Now test the remote is controlling the fan by pressing on the speeds and on/off keys.
5. It can take up to 10 seconds for the fan to start moving, after pressing a speed button. The fan will move a few times slightly backwards and forwards and then will start rotating slowly whilst building up to the correct speed. This is normal behaviour for DC fans.

### Considerations:

1. If the receiver is not receiving a signal from the remote control:
  - a. Please check the battery to ensure it has sufficient power and has been inserted correctly and aligns with the positive and negative terminals; or
  - b. Please check if there are any other similarly remote controlled objects that work nearby, as remote controlled items operating on the same frequency may disturb each other.
2. If the battery is low it will affect the sensitivity of the remote control and the signal reception and must be replaced (the LED indicator light will flash a warning when the battery runs low).
3. Please remove the battery if the remote control is not being used for a long time.
4. The maximum supported wattage for the light is 200W. Ensure that the earth wire is properly connected to prevent the light from flashing or proper operation.

### CONSIDERATIONS WHEN INSTALLING MULTIPLE CEILING FANS:

Sometimes you may encounter a remote control issue when installing multiple fans. For the purposes of this troubleshooting guide:

Fan A uses Remote control A and Receiver A while Fan B uses Remote control B and Receiver B

#### 1. Isolate power to one fan only when pairing the remotes

When installing two or more fans, you should manually isolate power to Fan B while completing the pairing process on Fan A. If power is not isolated to one of the fans when the power is restored at the fuse box, then both receivers will be put into "learning mode" such that when you try to pair Remote control A to Receiver A, Receiver B will also be in learning mode and might pair to Remote control A as well.

To troubleshoot:

1. Switch off power at the fuse box
2. Manually remove the active wire from the top of one fan (Fan B)
3. Switch power back on at the fuse box and complete the pairing process for Fan A
4. Switch power back off at the fuse box
5. Reconnect the active wire back to Fan B
6. Restore power at the fuse box

#### 2. Erase the transmitter codes stored in the remote control memory

The ceiling fan receiver may be holding multiple remote control/transmitter codes in its memory. Assuming the steps outlined above in (1) have been tried and correctly followed, there could still be a situation where Remote control B is controlling both Fan A and Fan B, while Remote control A only controls Fan A.

This might be because Receiver A (installed in Fan A) still "remembers" Remote control B, despite the re pairing process having been completed with Remote control A.

When pairing the remote control with the receiver for the very first time you generally only need to press and hold the fan ON/OFF button for 5 seconds before it responds. This is the correct procedure to add a new remote control to a receiver BUT it does not cause the receiver to "forget" previously paired remote controls. So you could in theory add several remote controls to a receiver.

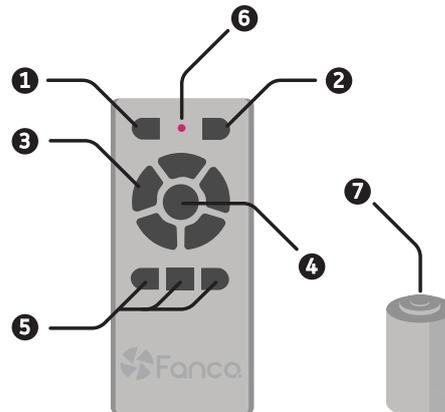
Pressing and holding the ON/OFF button for a longer period (e.g. 15 seconds) will:

- a) Wipe the receiver's memory (removing any previously paired remote controls)
- b) Then add the pairing remote control to the receiver's memory

This is typically the desired pairing behaviour required.

## FUNCTIONS OF REMOTE TRANSMITTER

1. ON/OFF FAN
2. ON/OFF LIGHT
3. SPEED OF THE FAN (1 = LOW, 5 = HIGH)
4. REVERSE DIRECTION (SUMMER/WINTER)
5. TIMER FOR FAN
6. LED INDICATOR LIGHT
7. 12V BATTERY SHOULD BE USED IN THIS REMOTE CONTROL



To operate CCT (Colour Changing Technology) function; Use Light On/Off button to turn light on. Turn light off and on again immediately to change CCT setting, until desired CCT setting is found. There are 3 colour options; 3000K (Warm), 4000K (Natural) and 5000K (Cool).

## DC WALL CONTROL SETTING AND OPERATION FOR DC FANS

**NOTE:** The DC Wall Remote Control System is equipped with a learning frequency function which has code combinations to prevent potential interference from other remote/wall control units. The frequency on your Receiver and Transmitter units have been preset at the factory. If the wall controls need programming please follow these instructions and use a small size tool to change the code switch setting for each remote.

### PAIRING THE WALL CONTROL

1. Connect power to the fan; the receiver will beep after 2 - 20 seconds.
2. Press & keep pressed the on/off button (on wall control transmitter) for 5-30 seconds until it beeps again.
3. The second beep indicates the transmitter is now talking to the fan.
4. Now test the wall control is controlling the fan by pressing on the speeds and on/off keys.
5. It can take up to 10 seconds for the fan to start moving, after pressing a speed button. The fan will move a few times slightly backwards and forwards and then will start rotating slowly whilst building up to the correct speed. This is normal behaviour for DC fans.

### Considerations:

1. If the receiver is not receiving a signal from the transmitter control, please check if there are any other similarly transmitter controlled objects that work nearby, as transmitter controlled items operating on the same frequency may disturb each other.
2. The maximum supported wattage for the light is 140W. Ensure that the earth wire is properly connected to prevent the light from flashing or proper operation.

### CONSIDERATIONS WHEN INSTALLING MULTIPLE CEILING FANS:

Sometimes you may encounter a transmitter control issue when installing multiple fans. For the purposes of this troubleshooting guide:

Fan A uses Wall control A and Receiver A while Fan B uses Wall control B and Receiver B

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## DC WALL CONTROL SETTING AND OPERATION FOR DC FANS

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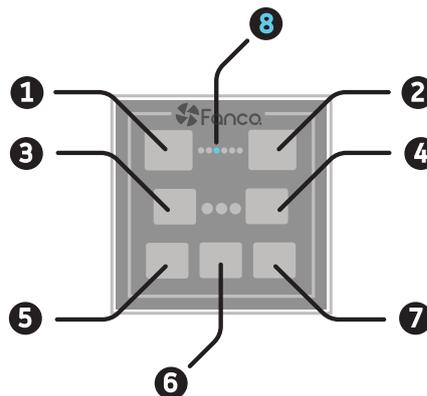
Pressing and holding the ON/OFF button for a longer period (e.g. 15 seconds) will:

- a) wipe the receiver’s memory (removing any previously paired wall controls)
- b) then add the pairing wall control to the receiver’s memory

This is typically the desired pairing behaviour required.

## FUNCTIONS OF WALL CONTROL TRANSMITTER

1. TO LOWER SPEED
2. TO INCREASE SPED
3. REVERSE DIRECTION (SUMMER/WINTER)
4. TIMER FOR FAN
5. ON/OFF LIGHT
6. NATURAL WIND
7. ON/OFF FAN
8. INDICATOR OF CURRENT SPEED



To operate CCT (Colour Changing Technology) function; Use Light On/Off button to turn light on. Turn light off and on again immediately to change CCT setting, until desired CCT setting is found. There are 3 colour options; 3000K (Warm), 4000K (Natural) and 5000K (Cool).

## TROUBLESHOOTING

TROUBLE	POSSIBLE CAUSE	SUGGESTED REMEDY
Fan will not start	A) Fuse blown or circuit breaker tripped B) Loose wire connections or plug to fan / controller C) Battery flat in remote control	A) Check fuses and circuit breakers B) Check wire connections and ensure plugs are positively connected C) Replace 12V battery in remote control
Fan wobbles	A) Fan blades are not horizontal to the ceiling B) Blade screws are loose C) Blades are not balanced enough	A) Retighten all screws on blades* B) Make sure all screws are tightened C) Use provided balancing kit to balance blades
Fan sounds noisy	A) Loose fan blades B) Ceiling fan not secured against ceiling	A) Retighten all screws on blades. B) Retighten screws on the mounting bracket
Mechanical noise	A) Fan has not settled in fully	A) Allow at least 8hrs of use for the fan to settle in

\*DO NOT make any adjustments by applying pressure up or down on blades

## TECHNICAL DATA

MODEL NO.	RATED VOLTAGE	DC MOTOR POWER	CURRENT	LIGHT POWER <small>CLFCHZLED</small>	DIMMABLE
CFFCHZ4WHW	220-240v	35W	0.28 A	12W (Light Kit)	N / A
CFFCHZ4WHR	220-240v	35W	0.28 A	12W (Light Kit)	N / A
CFFCHZ4BRW	220-240v	35W	0.28 A	12W (Light Kit)	N / A
CFFCHZ4BRR	220-240v	35W	0.28 A	12W (Light Kit)	N / A
CFFCHZ3WHW	220-240v	35W	0.28 A	12W (Light Kit)	N / A
CFFCHZ3WHR	220-240v	35W	0.28 A	12W (Light Kit)	N / A
CFFCHZ3BRW	220-240v	35W	0.28 A	12W (Light Kit)	N / A
CFFCHZ3BRR	220-240v	35W	0.28 A	12W (Light Kit)	N / A

## FANCO WARRANTY STATEMENT

The benefits conferred by this express Fanco warranty are optional and are in addition to all relevant implied warranties, rights and remedies available under Australian Consumer Law.

If you encounter issues with the fan during installation, Fanco highly recommends having the installing electrician contact Fanco for trouble shooting assistance if the installation is during business hours on 03 8658 9588

**IMPORTANT:** If you would like to make a claim under this warranty, ensure the ceiling fan is left installed (the wiring does not need to be connected if there is an electrical fault). Please read the following guide to ensure your warranty claim follows the warranty conditions and is processed as efficiently as possible.

### WARRANTY DETAILS:

Fanco warrants this ceiling fan against defects and offers an 'in home warranty' service, meaning the warranty includes the installation of replacement parts or replacement fan in cases where an electrician is required. The in-home component of this warranty covers only actual electrical work undertaken, on or to the ceiling fan. All parts deemed defective in workmanship or materials will be replaced free of charge during the warranty period.

Major defects in a ceiling fan are:

1. Does not rotate properly or at all due to an internal electrical or mechanical fault
2. A loud motor noise which is caused by an internal electrical or mechanical fault (NOT a noise caused by incorrect installation, and not a slight hum that is not considered a fault).
3. For new fans that have just been unpacked, broken or damaged non-detachable parts (eg motor housing)

Fanco warrants this ceiling fan to perform to its published features and specifications only. The Fanco warranty does not cover situations where the product does not perform to the expectation of a user, or for a use that it was not specifically designed for, but it does perform to its published features and specifications. Slight variations of speed may occur between the same model of fan and slight humming or electrical noises may occur and be more noticeable at night. This is the nature of the product and not deemed a fault covered by warranty. Other noises which may occur from external influences and are not covered by warranty include but are not limited to; power supply "noise" and intermittent "humming" from mains power delivery infrastructure, signals sent through the power grid by the electricity provider for the control of off peak hot water and street lights. Filters for blocking/reducing such signals are available in Australia at the customer's expense.

**IMPORTANT:** The 'in home' repair/replacement service is carried out by Fanco service agents once the warranty claim has been approved. Fanco will not reimburse repair/replacement work done outside the warranty process.

In cases of in-home repair/replacements in areas outside the coverage of Fanco service agents, subject to conditions, Fanco will reimburse customers a standard fee of \$95.00 (inc. GST) for using their own electrician. This reimbursement will be paid directly to the Customer once the warranty claim has been approved and Fanco has determined there are no FANCO service agents available in the area. Fanco will not accept warranty claims for reimbursement of service work completed that has not been authorised through the warranty process.

### WARRANTY PERIOD

- The warranty period for this ceiling fan is 2 years.
- The warranty period begins from the date of purchase, as determined by the tax invoice provided by the authorised retailer.
- Batteries are not covered by warranty.
- Warranty Limitations and Conditions
- Installation by Qualified A-Grade Electrician – Evidence that the Fanco ceiling fan was installed by a qualified A-Grade Electrician and in compliance with Australian law must be provided for the warranty claim to be processed. The most acceptable form of evidence is the certificate of electrical compliance issued by the electrician.
- Proof of Purchase – Proof of purchase from an authorised retailer specifying the fan model and purchase date (such as a tax invoice) must be supplied for the warranty claim to be processed.
- Ceiling Fan must be installed for in home warranty to apply – The Fanco Ceiling fan must have been installed by a qualified electrician and must remain installed for the in home warranty service to apply. If there is an issue with the wiring, the fan should be left installed without the wiring connected.
- Outdoor Installation – This product is approved for use outdoors in well covered areas where rain will not wet any part of the fan including the motor, blades, rod or canopy. The fan must be installed at least 1.5m from the end of the blade to the edge of the roof or eave.
- Reasonable wear and tear – is not covered by warranty. The client should ensure the fan is regularly cleaned and any screws and blade nuts that become loose through normal operation are tightened. This is not covered by warranty.
- Domestic/Personal Use only - This product is not designed or intended for industrial or commercial use and therefore the warranty will not cover such use.

## FANCO WARRANTY STATEMENT

- Purchase from Authorised Retailer– In order for the warranty to apply, the Fanco Ceiling fan must have been purchased in Australia from an authorised retailer (please see the Fanco website for a list of authorised retailers).
- Fanco Warranty Applies in Australia Only – Fanco warranty is only available for products installed and being used in Australia.
- Extra Costs – In-home service warranty will cover access to ceiling fans installed on standard ceilings where a service person does not require a ladder greater than 2 metres in height. Australian OH&S legislation may require special measures and protective equipment be used in situations where people are required to work more than 2m above floor level or where a hazard exists. Any extra costs incurred to service the ceiling fan that arise from such situations such as requiring extension ladders, scaffolding or other non-standard equipment will not be covered by the warranty and must be paid for by the client.
- Installations with unsafe or impractical access - Fanco and its service agents reserve the right to refuse service to ceiling fans and their accessories which are deemed by Fanco warranty claim assessors or Fanco service agents to be unsafe or impractical to access. In these cases Fanco will still supply a replacement of any faulty products. At Fanco's discretion, if a service agent has not already attended the warranty claim, the client may be reimbursed a standard fee of \$95.00 (inc. GST) for using their own electrician.
- Location change - This limited warranty does not cover any damages to hard-wired products if it is moved from the original location of installation to another during the warranty period.
- Incorrect Installation/Misuse/damage of product – is not covered by warranty. The Fanco ceiling fan must be installed and used according to the installation manual and user guidelines. Damage caused by external factors such as (but not limited to) power supply faults/surges, water damage, lighting and other Acts of God is not covered by this warranty. Fanco fans must only be installed and used with compatible accessories as specified by Fanco. Use with or wiring with non-authorised accessories and/or other items will void this warranty.
- If a Fanco Service Agent determines a problem with the product is due to incorrect installation or misuse of the product, the product will not be replaced or repaired under warranty, the remainder of the warranty will be terminated and the client will be liable for a \$95 inc GST call out fee.
- Fanco does not accept liability for any direct or consequential damage, loss or other expense arising from misuse or incorrect installation and operation of the appliance

### WARRANTY CLAIMS

Please submit any warranty claims in writing by one of the following methods;

1. Email to: [service@fanco.com.au](mailto:service@fanco.com.au) and attaching the required documents
2. filling out the warranty claim form on the Fanco website and attaching the required documents
3. filling out the warranty claim form provided in the ceiling fan box and posting to the address provided with the required documents

Please ensure all warranty claims are in accordance with the warranty conditions and limitations outlined above and that you include:

1. Proof of purchase
2. Evidence of installation by a qualified and licensed electrician such as an electrical certificate of compliance

Please allow up to four days from receipt of your warranty claim for a response.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss of damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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