

# **HAIKU<sup>®</sup>**

---

## **Installation Guide**

Guide d'installation

Guía de instalación



# CONTENTS

---

Specifications.....	1
Before You Start.....	2
Universal Mount Installation .....	6
Low Profile Mount Installation.....	24
Troubleshooting.....	35
Maintenance .....	37
Contact Us.....	38



Rev. D  
05/08/2023

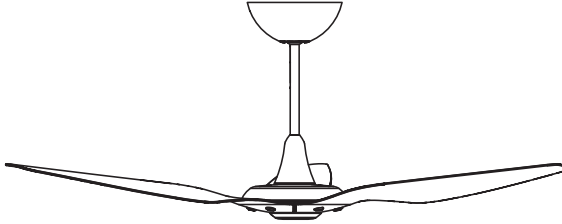
**READ AND SAVE THESE INSTRUCTIONS**



# SPECIFICATIONS

---

## Universal Mount



<b>Models</b>	MK-HK4-042406, MK-HK4-041806, MK-HK4-042506, MK-HK4-052406, MK-HK4-051806, MK-HK4-052506, MK-HK4-071806, MK-HK4-071906, MK-HK4-04240601, MK-HK4-04180601, MK-HK4-05240601, MK-HK4-05180601, MK-HK4-07180601
<b>Mounting</b>	Sloped or flat ceilings from 9 to $\geq 14$ ft (2.7 to $\geq 4.3$ m)
<b>Input Voltage</b>	100–240 VAC, 1 $\Phi$ , 50–60 Hz
<b>Maximum Weight</b>	26 lb (11.8 kg)

## Low Profile Mount

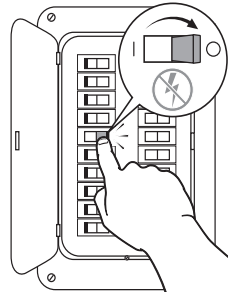


<b>Models</b>	MK-HK4-042400, MK-HK4-042500, MK-HK4-052400, MK-HK4-052500, MK-HK4-04240001, MK-HK4-05240001
<b>Mounting</b>	Flat ceilings from 8 to 10 ft (2.4 to 3 m)
<b>Input Voltage</b>	100–240 VAC, 1 $\Phi$ , 50–60 Hz
<b>Maximum Weight</b>	18.5 lb (8.4 kg)

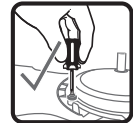
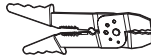
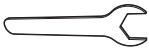
# BEFORE YOU START

## ☑ Turn Off Power at Breaker

Contact an electrician if you are uncomfortable performing electrical work. A licensed electrician must install the fan if required by local code.



## ☑ Gather Tools



## ☑ Prepare Fan Site and Gather Hardware

### CAUTION

**Do not use the fan with a dimmer switch.**

**Outlet Box\*:** Make sure your outlet box is suitable for fan support. If there is not an outlet box at the fan location, install one on a ceiling joist or beam. You will need to supply two 10-32 screws for attaching the fan mounting bracket or plate to the outlet box.

**Concrete Ceiling:** Depending on your mount type, you will need to supply three or four anchor bolts\*\* for attaching the fan mounting bracket or plate to the ceiling. If required by your local building and safety codes, you will also need to supply an anchor hook\*\* for the safety cable. See pages 4–5 for hardware specifications and installation details.

**Wood Ceiling Joist\*:** You will need to supply two corrosion-resistant 12-11 x 45 mm hex head timber screws with seal for attaching the fan mounting bracket or plate directly to the joist. If required by local code, mount or embed an outlet box into the joist. The outlet box must be suitable for fan support.

**Covered Outdoor Locations\*\*\*:** Damp-rated fans installed in covered outdoor locations must have fixed/permanent full overhead coverage extending at least 2 ft (0.6 m) out from the airfoil tips on all sides.

\*Mounting to an outlet box or a wood ceiling joist is not applicable in Singapore.

\*\*If anchor bolts and anchor hook are included with your fan, use them for concrete mounting.

\*\*\*When installing the fan in a covered outdoor location, use only light kits marked "Suitable for Use in Damp Locations."

**☑ Check Ceiling Slope (Universal Mount)**

Consult the table below to make sure you have the appropriate downrod length for your ceiling slope. Universal Mount fans can be installed on flat or sloped ceilings with an angle no greater than 33° (approximately 8:12 roof pitch). For minimum clearance guidelines, consult the Important Safety Instructions booklet included with this installation guide.

Ceiling Height	Fan Diameter	Downrod Length*	Maximum Ceiling Slope (Indoor Only)**
9–10 ft (2.7–3 m)	52 in. (1.3 m)	7 in. (178 mm)	Flat
		12 in. (305 mm)	12°
	60 in. (1.5 m)	7 in. (178 mm)	Flat
		12 in. (305 mm)	10°
	84 in. (2.1 m)	12 in. (305 mm)	Flat
10–11 ft (3–3.4 m)	52 in. (1.3 m)	20 in. (508 mm)	26°
	60 in. (1.5 m)		22°
	84 in. (2.1 m)		16°
11–13 ft (3.4–4 m)	52 in. (1.3 m)	32 in. (813 mm)	33°
	60 in. (1.5 m)		33°
	84 in. (2.1 m)		29°
13–14 ft (4–4.3 m)	52 in. (1.3 m)	48 in. (1219 mm)	33°
	60 in. (1.5 m)		
	84 in. (2.1 m)		
>14 ft (>4.3 m)	52 in. (1.3 m)	60 in. (1524 mm)	33°
	60 in. (1.5 m)		
	84 in. (2.1 m)		

\*7-in. (178-mm) downrod not available for 84-in. (2.1-m) fans.

\*\*Damp-rated fans installed in covered outdoor locations can be mounted to flat ceilings only.

\*\*Mounting to a sloped ceiling is not applicable in Singapore.

## BEFORE YOU START

---

### ☑ Prepare Concrete Ceiling (if applicable)

#### Universal Mount

Drill three  $\text{\O} 8$  mm holes in the pattern shown (Fig. 1). The hole depth should not exceed 46 mm (Fig. 2).

Remove dust from holes. Insert anchor bolts\* into holes. Strike the heads of the anchor bolts with a hammer, ensuring bolt sleeves are flush with ceiling surface. Position mounting bracket on anchor bolts. Ensure all anchor bolts are fully tightened to expand and lock the anchors.

If required by local building and safety codes, install an anchor hook\* for the safety cable. Drill an  $\text{\O} 8$  mm hole for the anchor hook. The hole depth should not exceed 46 mm (Fig. 2). Remove dust from hole, and then insert the anchor hook and fully tighten.

Fig. 1

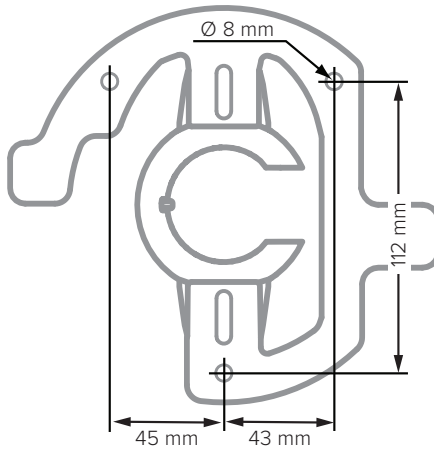
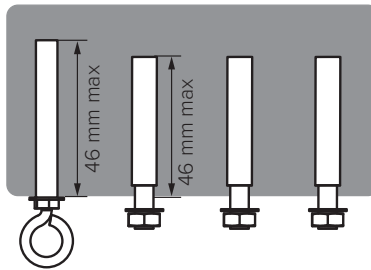


Fig. 2



---

\*Applicable for Singapore: Anchor bolts and anchor hook are included with your fan. Use them for concrete mounting.

### Low Profile Mount

Drill four  $\text{\O} 8$  mm holes in the pattern shown (Fig. 1). The hole depth should not exceed 46 mm (Fig. 2).

Remove dust from holes. Insert anchor bolts\* into holes. Strike the heads of the anchor bolts with a hammer, ensuring bolt sleeves are flush with ceiling surface. Position mounting plate on anchor bolts. Ensure all anchor bolts are fully tightened to expand and lock the anchors.

If required by local building and safety codes, install an anchor hook\* for the safety cable. Drill an  $\text{\O} 8$  mm hole for the anchor hook. The hole depth should not exceed 46 mm (Fig. 2). Remove dust from hole, and then insert the anchor hook and fully tighten.

Fig. 1

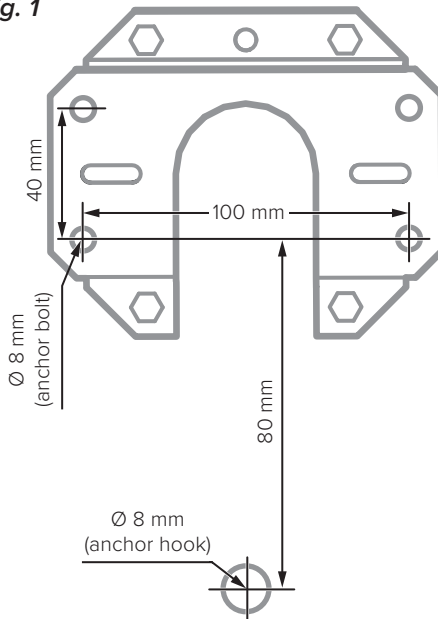
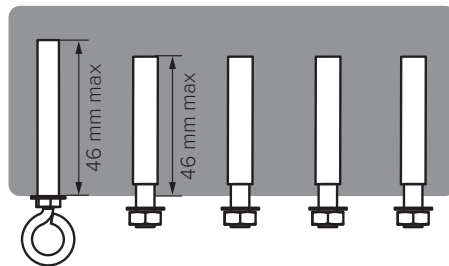


Fig. 2



\*Applicable for Singapore: Anchor bolts and anchor hook are included with your fan. Use them for concrete mounting.

# UNIVERSAL MOUNT INSTALLATION



For Low Profile Mount installation, see page 24.



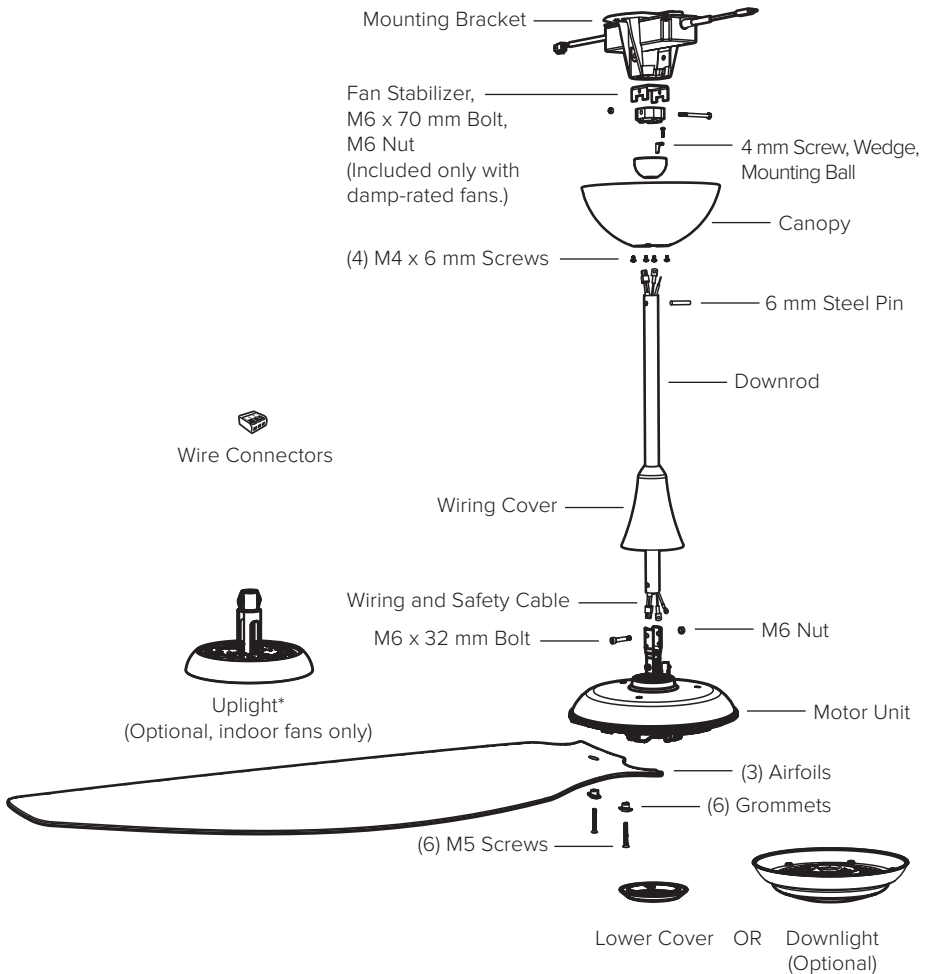
Install fan stabilizer in covered outdoor locations on flat ceilings only.



An EMI filter (not shown) is included for certain regions and fan diameters. If the EMI filter is included, install it with your fan.



The lower cover is shipped attached to the motor unit to protect the fan's internal electronics during installation.



\*Not applicable for Singapore.

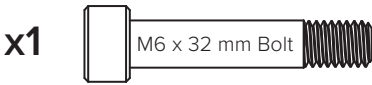


## Hardware included

### Airfoil Hardware—Step 1



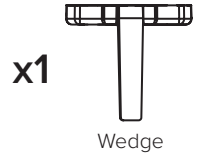
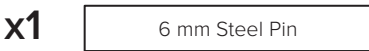
### Lower Mounting Hardware—Step 2



### Lower Mounting Hardware—Step 3



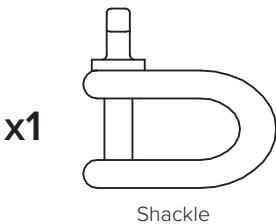
### Upper Mounting Hardware—Step 8



### Fan Stabilizer Hardware\*—Step 12



### Safety Cable Shackle—Step 13



### Upper Mounting Hardware—Step 14



\*Included only with damp-rated fans.

# UNIVERSAL MOUNT INSTALLATION

---

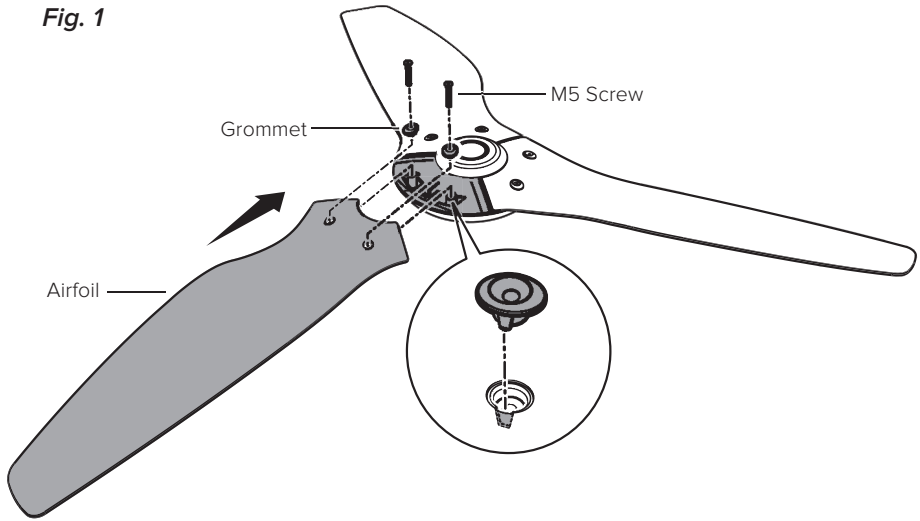
## 1. Install airfoils



**Make sure the sticker color on each airfoil matches the corresponding sticker color on the motor unit.**

Moving clockwise, slide each airfoil edge under the lower cover, align the mounting holes with the holes on the motor unit, and secure with the airfoil hardware. Make sure the grommets are positioned correctly in the holes (*Fig. 1*).

*Fig. 1*

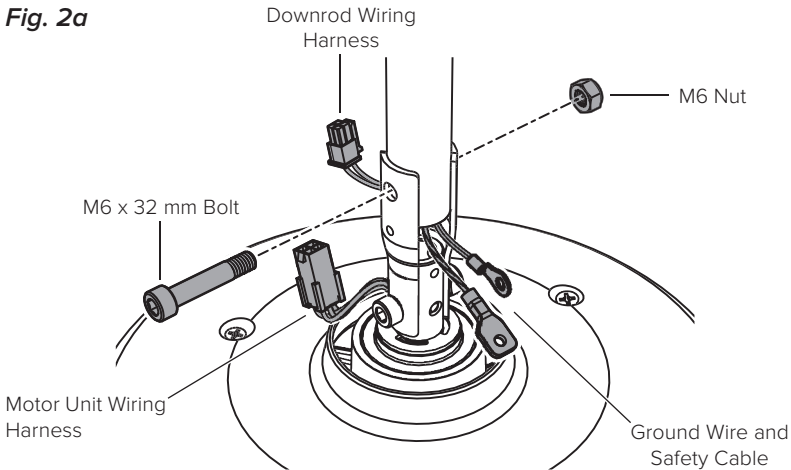


## 2. Install downrod

### No Uplight

If **not** installing an uplight, align holes on downrod with holes on motor bracket. Position downrod wiring harness so that it is on the **same side** of the motor shaft as the motor unit wiring harness. Position ground wire and safety cable so that they are on the **opposite side** of the motor shaft as the motor unit wiring harness. Secure downrod with the lower mounting hardware (*Fig. 2a*).

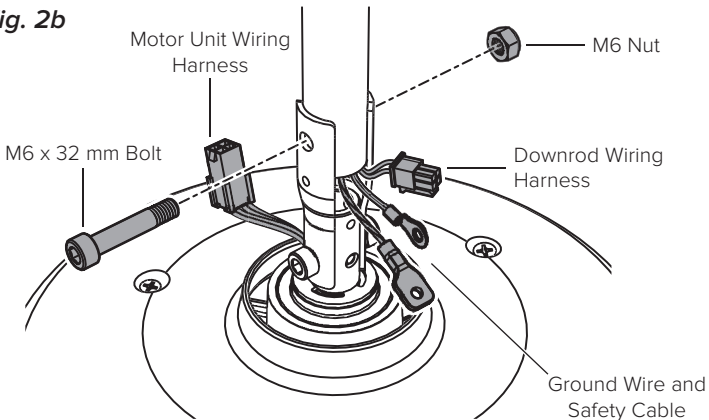
**Fig. 2a**



### Uplight

Align holes on downrod with holes on motor bracket. Position downrod wiring harness, ground wire, and safety cable so that they are on the **opposite side** of the motor shaft as the motor unit wiring harness. Secure downrod with the lower mounting hardware (*Fig. 2b*).

**Fig. 2b**



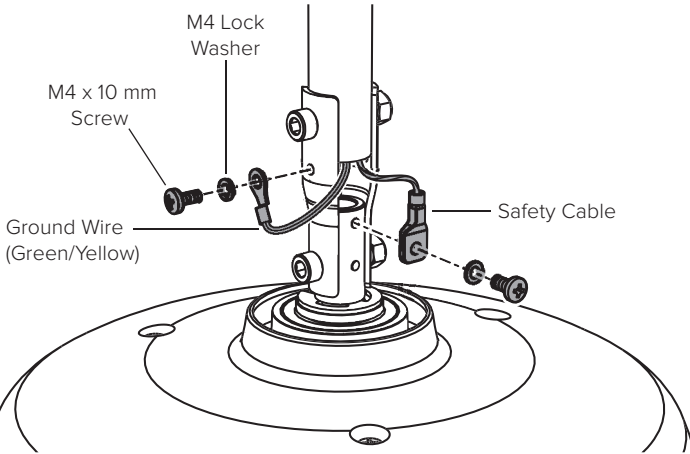
## UNIVERSAL MOUNT INSTALLATION

---

### 3. Install lower safety cable and ground wire

Install safety cable and ground wire lugs with unpainted screws and lock washers (*Fig. 3*).

*Fig. 3*



---

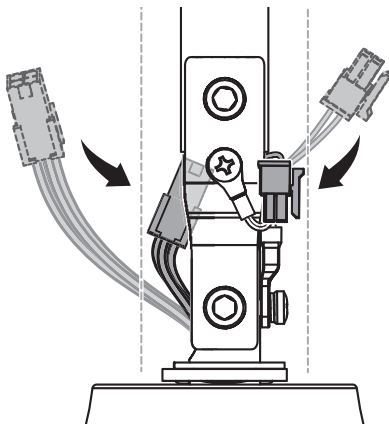
### 4. Install upright (optional)



**Skip this step if you are not installing an upright.**

Make sure wiring harnesses are as close to downrod as possible so that they do not interfere with upright installation (*Fig 4.1*).

*Fig. 4.1*





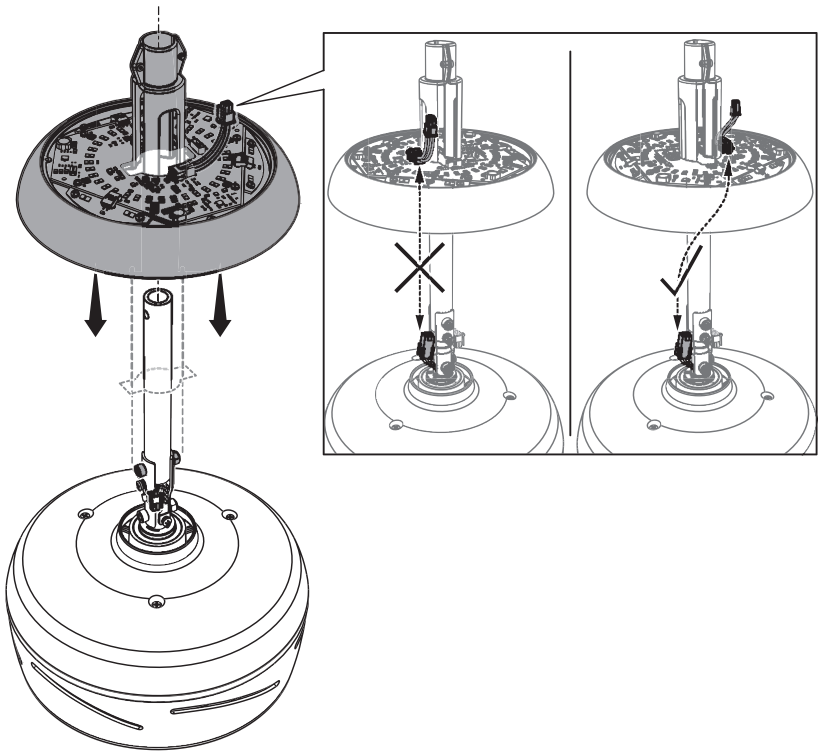
Skip this step if you are not installing an uplight.



If you purchased the UV-C option, install the UV-C LED boards on the uplight before installing the uplight on the fan. Refer to the instructions packaged with the UV-C LED boards.

Align rectangular cutouts in center of uplight with bolts on downrod. Make sure uplight wiring harness and motor unit wiring harness are on **opposite sides** of downrod. Slide uplight down the downrod until it stops (*Fig 4.2*). There will be some space between the uplight and the top of the motor unit.

*Fig. 4.2*



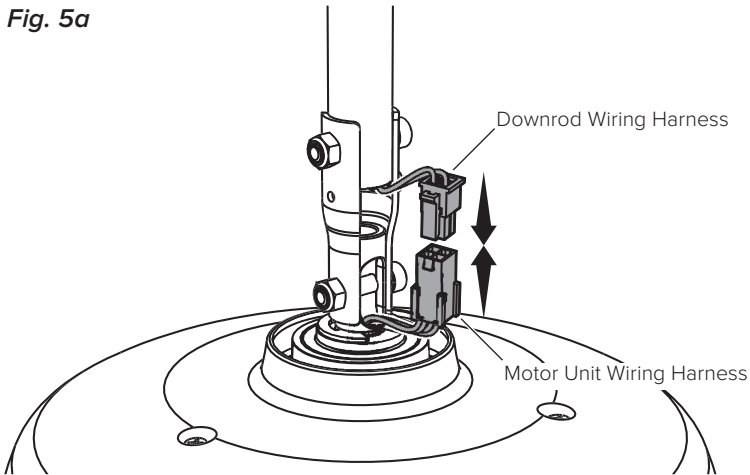
Uplight not compatible with damp-rated fans. Light kit weight: 1.5 lb (680 g).

## 5. Connect wiring harnesses

### No Uplight

If **not** installing an uplight, connect downrod wiring harness to motor unit wiring harness (Fig. 5a).

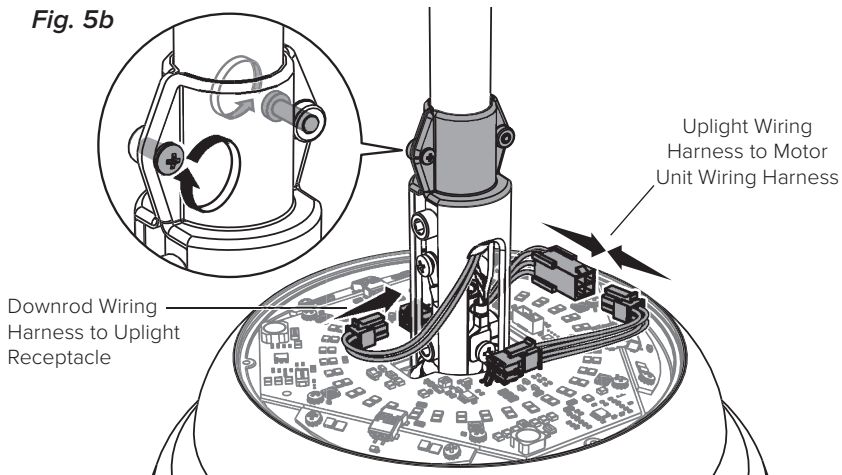
**Fig. 5a**



### Uplight

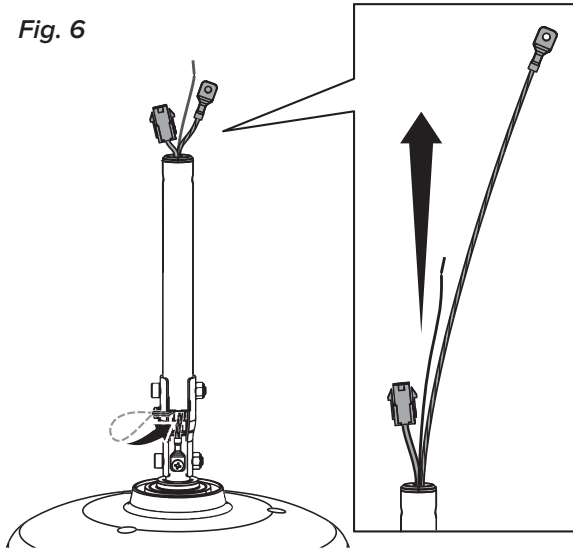
Tighten the two set screws at top of uplight. Connect uplight wiring harness to motor unit wiring harness. Connect downrod wiring harness to receptacle on uplight (Fig. 5b).

**Fig. 5b**



## 6. Reduce slack

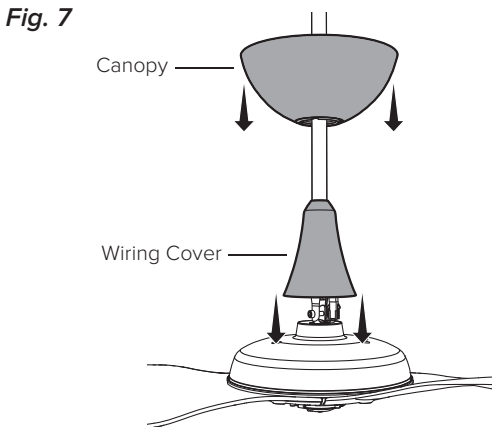
Make sure all hardware is secure, and then gently tug cables at top of downrod to reduce slack (*Fig. 6*). Make sure rubber plug at top of downrod stays in place.



---

## 7. Position wiring cover and canopy

Slide wiring cover down the downrod, resting it on the motor unit or upright. Make sure no wires are visible. Slide canopy down the downrod, resting it on the wiring cover (*Fig. 7*).



## 8. Install mounting ball



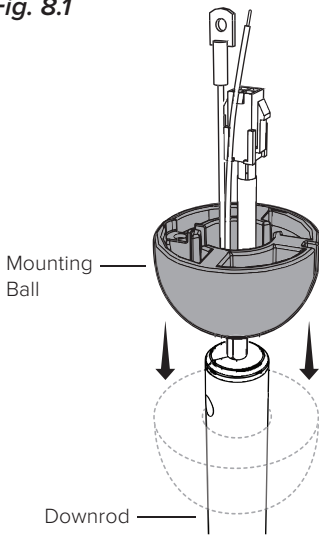
**Do not over-tighten the mounting ball screw.**

Slide mounting ball over downrod (Fig. 8.1).

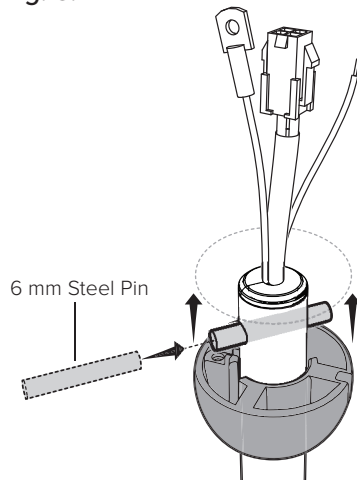
Insert 6 mm steel pin into hole at top of downrod, and then slide the mounting ball upward, seating the steel pin in the inner slots (Fig. 8.2).

Insert wedge into mounting ball and secure with screw (Fig. 8.3). Tighten screw enough to prevent movement between the mounting ball and downrod, but do not over-tighten. Make sure rubber plug at top of downrod is still in place.

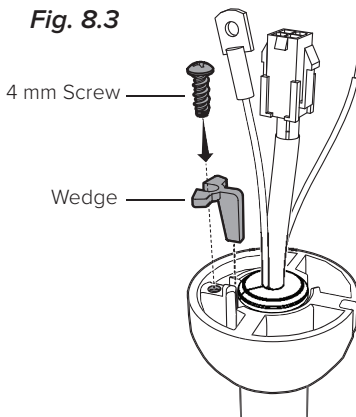
**Fig. 8.1**



**Fig. 8.2**



**Fig. 8.3**





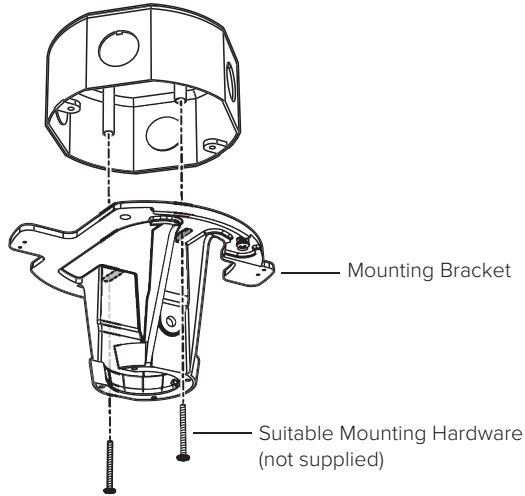
## 9. Install mounting bracket

**⚠ WARNING**

**Disconnect power to fan location before installing mounting bracket.  
Mount only to an outlet box marked acceptable for fan support.**

Secure mounting bracket to mounting structure with suitable hardware (not supplied) (Fig. 9). Outlet box shown. Your mounting structure may differ. Mounting bracket power supply omitted from illustration for visual clarity.

Fig. 9



## 10. Hang fan

Raise fan to mounting bracket. Align rib in mounting bracket with slot in mounting ball, position mounting ball, and let fan hang freely (Fig. 10).

Gently twist downrod to ensure it is properly seated and will not move during fan operation.

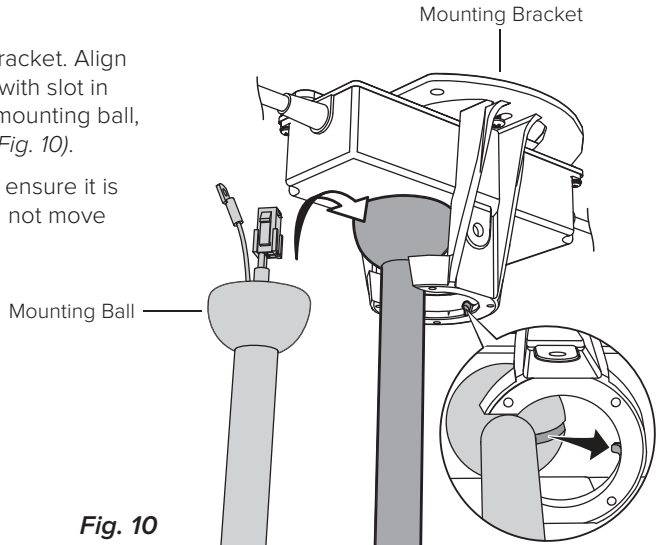


Fig. 10

## 11. Wire fan

### WARNING

**Disconnect power to fan location before wiring fan.**

**Do not connect fan to a damaged power source. Do not attempt to resolve electrical failures on your own. Consult a qualified electrician if uncertain of the electrical installation of this fan.**

Wire fan as shown on the following pages using the wire connectors. If your fan packaging did not include an EMI filter\*, refer to Fig. 11a. If your fan packaging included an EMI filter, refer to Fig. 11b. *The EMI filter is included only for certain regions and fan diameters.*

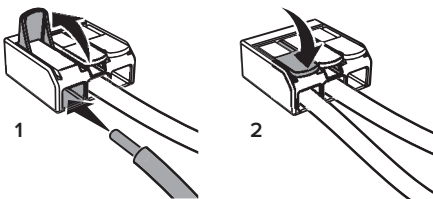
Attach green and yellow ground wire to mounting bracket with the unpainted screw. Connect wiring harness from power supply to wiring harness from downrod, making sure that the wiring and safety cable are routed in the same direction.

Carefully tuck wiring into outlet box or building structure. Ensure wire connectors are turned upward and that wires are spread apart with grounded conductors on one side of the outlet box/mounting structure and ungrounded conductors on the other side.

### Supply Power Wire Colors

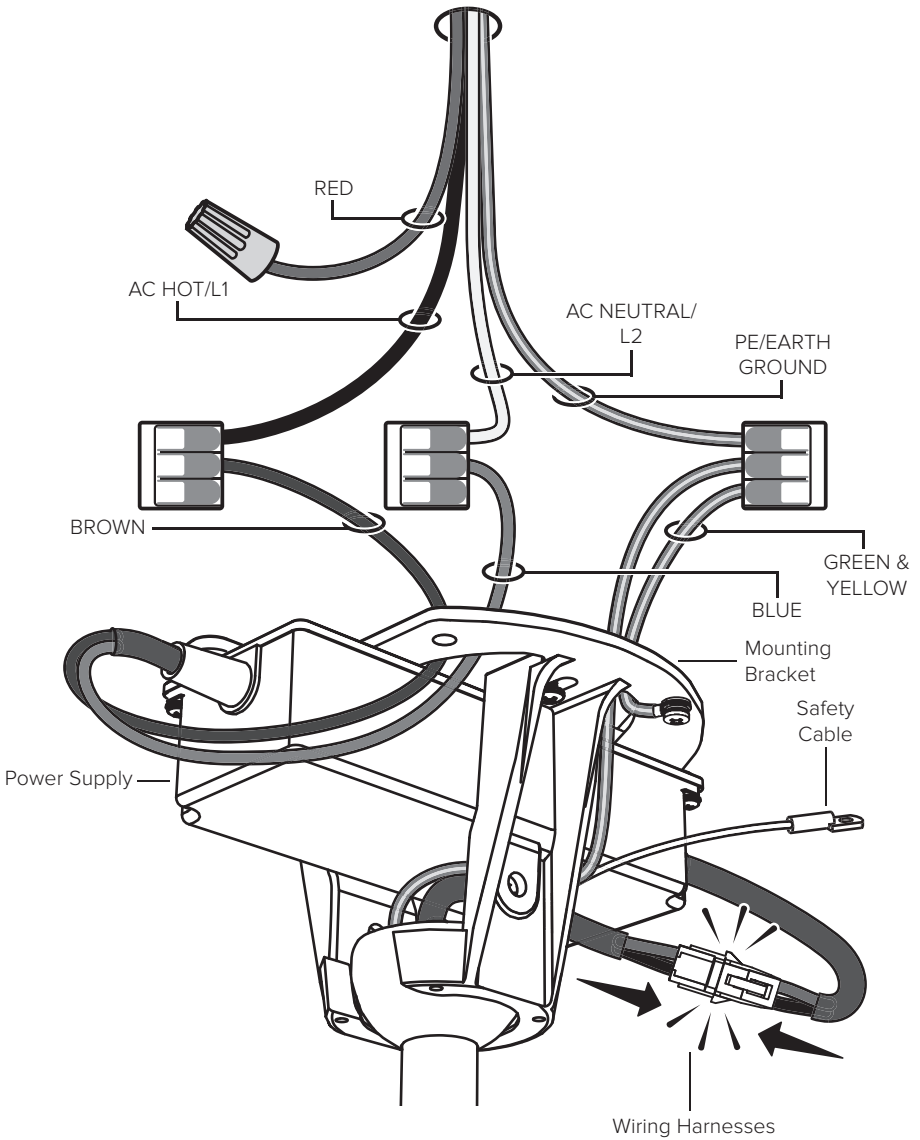
	North America 100–120 V	Australia	All other regions
AC Hot/L1 Brown	Black	Brown or Red	Brown
AC Neutral/L2 Blue	White	Black or Light Blue	Blue
PE/Earth Ground Green with Yellow	Green or Bare Copper	Green with Yellow	Green with Yellow

### Wire Connector Operation



\*EMI filter is supplied in MK-HK4-071806, MK-HK4-071906, and MK-HK4-07180601.

Fig. 11a: Wiring Diagram (No EMI Filter)

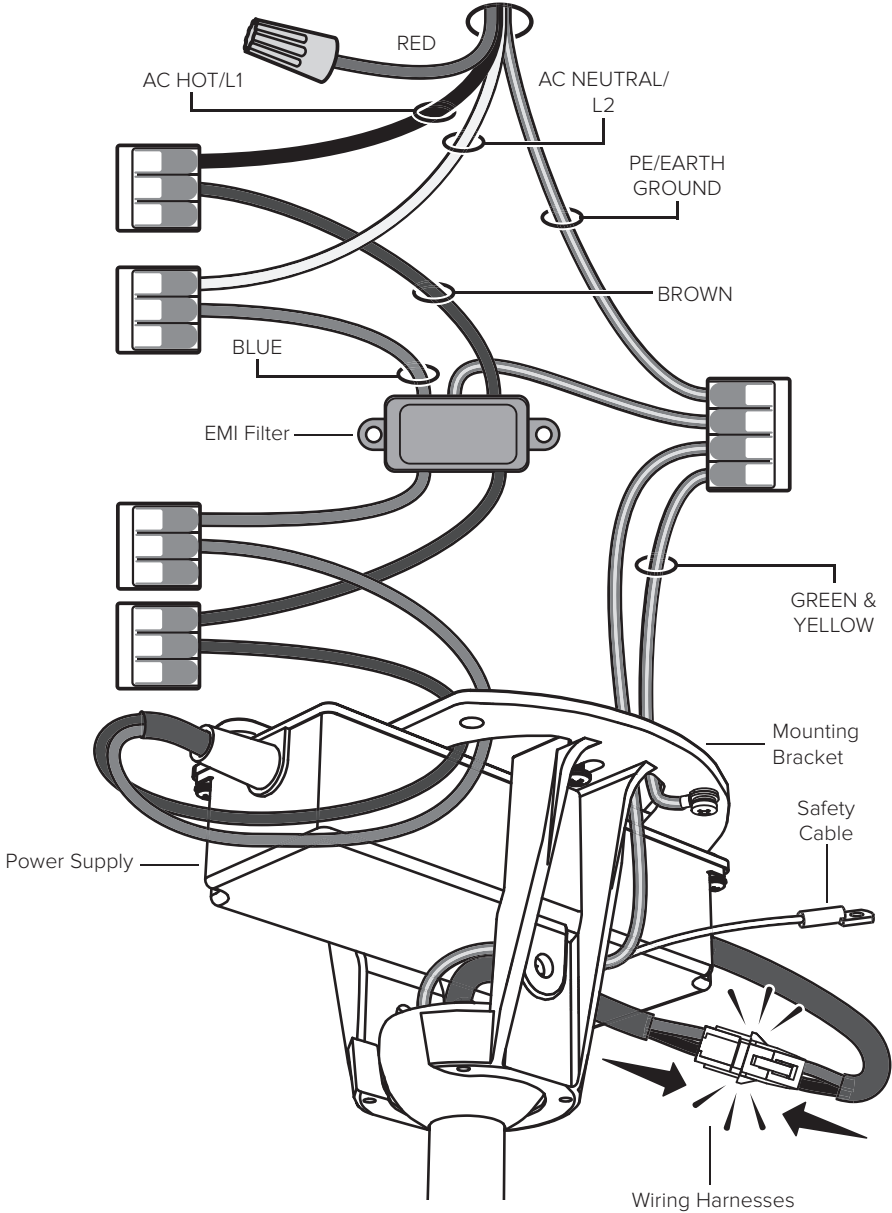


## UNIVERSAL MOUNT INSTALLATION

Fig. 11b: Wiring Diagram (With EMI Filter)



The EMI filter is included only for certain regions and fan diameters.



## 12. Install fan stabilizer (if included)



Fan stabilizer is included only with damp-rated fans. Install stabilizer in covered outdoor locations on flat ceilings only.

Position stabilizer into notches on top of mounting ball (Fig. 12.1).

Secure stabilizer plate to stabilizer with fan stabilizer hardware (Fig. 12.2).

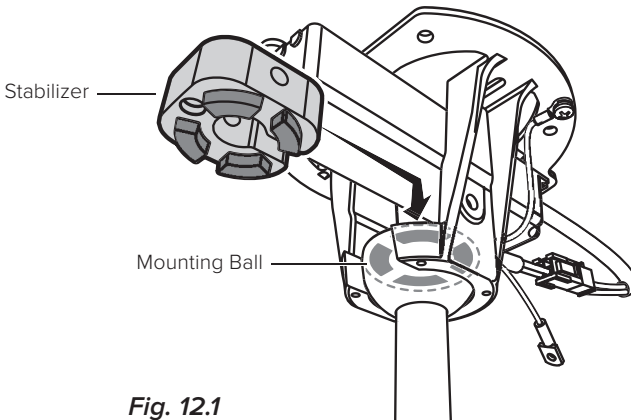


Fig. 12.1

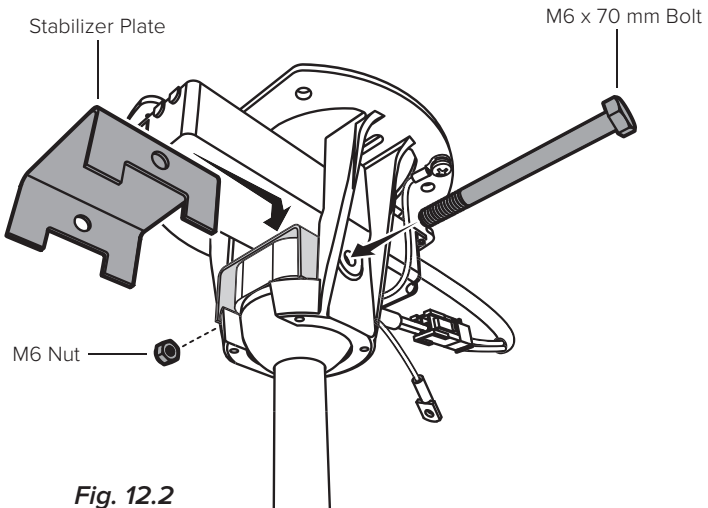


Fig. 12.2

## 13. Secure safety cable



Some local safety codes require the safety cable to be secured directly to an existing part of the building structure (Canada, Singapore). It may be necessary to install additional structural material to provide attachment points. Check your local safety code if you are unsure.

### Mounting Bracket (not applicable for Singapore)

Loop safety cable around mounting bracket and secure with shackle (Fig. 13a).

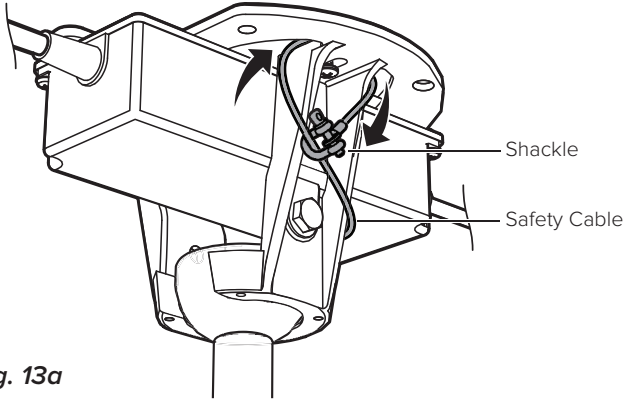


Fig. 13a

### Anchor Hook (applicable for Singapore)

Loop safety cable around anchor hook and secure with shackle (Fig. 13b).

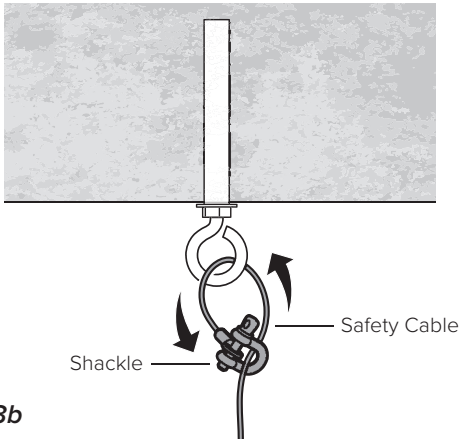
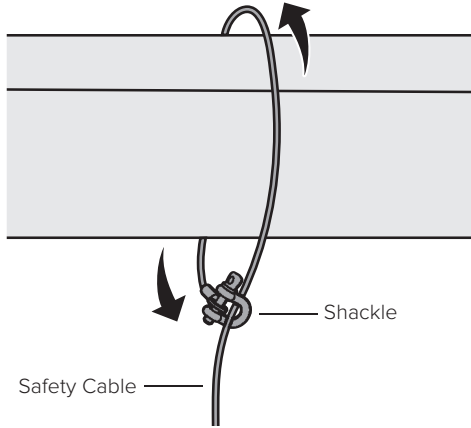


Fig. 13b

## Building Structure (not applicable for Singapore)

Loop safety cable around building structure and secure with shackle (Fig. 13c). Acceptable building structures include a wooden beam or a metal mounting brace secured between two beams. In some cases, it may be necessary to install additional structural material to provide attachment points.

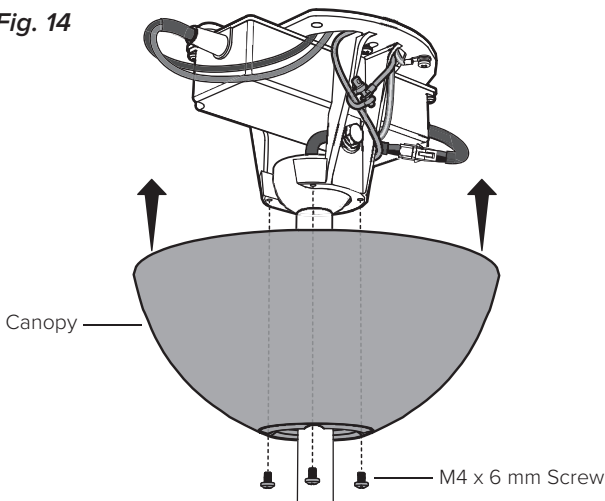
Fig. 13c



## 14. Raise canopy

Raise canopy to mounting bracket, aligning the four holes on the canopy with the holes on the bracket. Secure canopy to mounting bracket with the painted screws (Fig. 14). Make sure all wires and the safety cable are tucked in the canopy.

Fig. 14



## 15. Install downlight (optional)

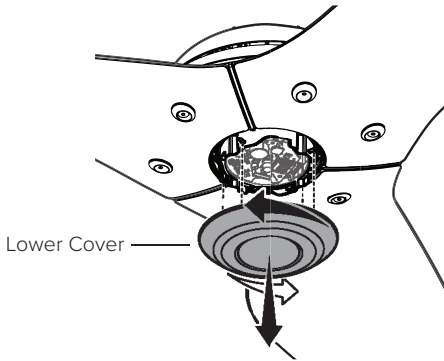
### CAUTION

To reduce the risk of electric shock, disconnect power to fan before installing downlight.

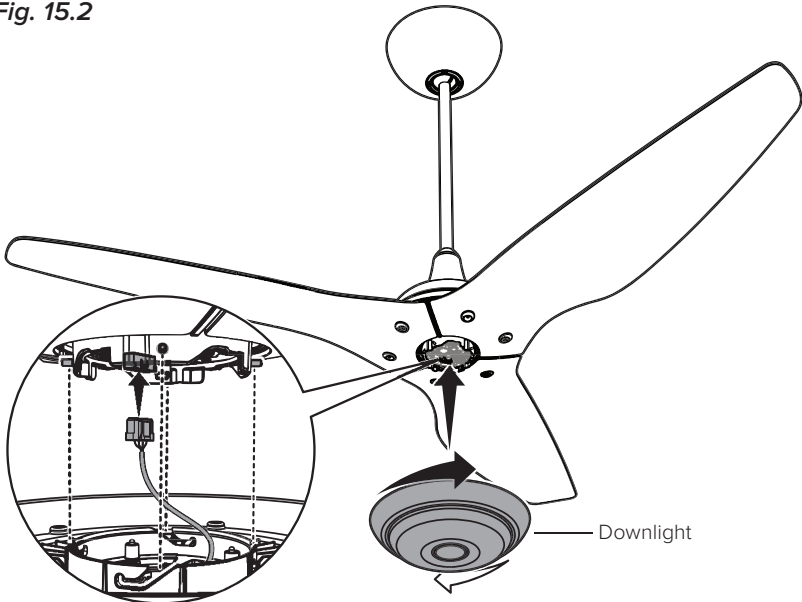
Remove lower cover from bottom of motor unit by twisting counterclockwise (Fig 15.1). Save the lower cover. Reinstall it if you later uninstall the downlight.

Plug downlight wiring harness into receptacle on bottom of motor unit. Align slots on downlight with tabs on bottom of motor unit and twist downlight clockwise to secure in place (Fig. 15.2).

**Fig. 15.1**



**Fig. 15.2**



Use only light kit model 010593. Light kit weight: 2 lb (907 g).



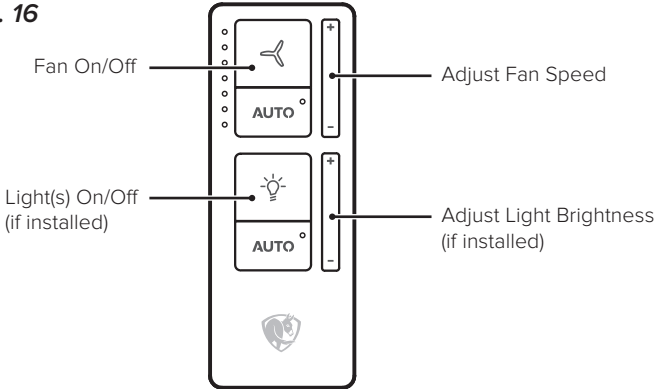
16. Test fan

**! CAUTION**

**Do not expose the remote control to rain or water.**

Congratulations! Installation is now complete. Turn on power, and then press any button on the remote control to pair it with your fan. Test your fan using the remote (Fig. 16). *Note: It is normal for the fan to jerk forward and backward slightly for a few seconds when first turned on.*

Fig. 16



**AUTO**

Press Auto to enable motion sensing and automatic fan speed adjustment as room conditions change. To adjust your Auto preferences, download the Big Ass Fans mobile app.



Press and hold to toggle between lighting control options:

- Uplight
- Downlight
- Both lights simultaneously

To change the LED color (uplight only) or color temperature or to turn on the uplight's UV-C option (if installed), download the Big Ass Fans mobile app. *Note: The UV-C option will only turn on while the fan is spinning.*

**Automate your comfort with SenseME®**



SenseME automatically adjusts your fans and lights to keep your home feeling and looking exactly the way you want it to.

Download the Big Ass Fans mobile app to group multiple fans, adjust their settings, and set your comfort preferences for hands-free control.

For smart device integration instructions, visit [www.bigassfans.com/support](http://www.bigassfans.com/support)



# LOW PROFILE MOUNT INSTALLATION



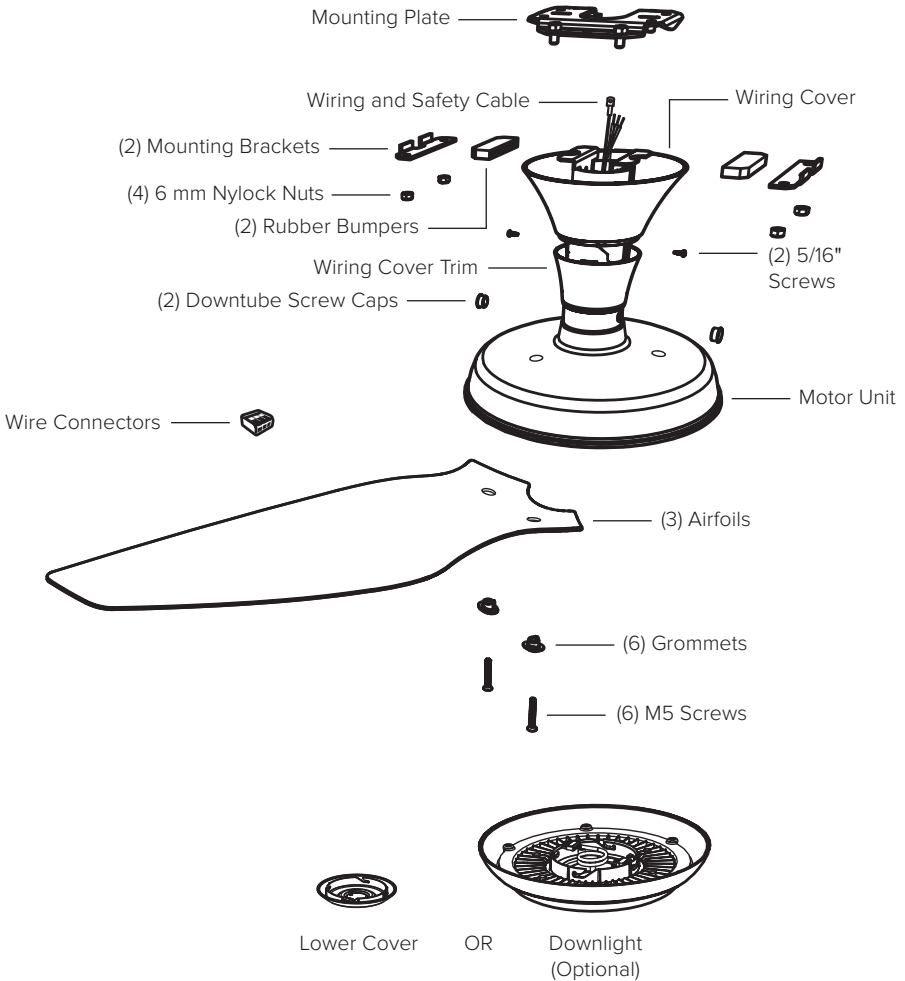
For Universal Mount installation, see page 6.



Use the two downtube screw caps that match the color of your fan.



The lower cover is shipped attached to the motor unit to protect the fan's internal electronics during installation.



## Hardware included

### Airfoil Hardware—Step 1

x6



M5 Screw

x6



Grommet

### Mounting Hardware—Step 4, Step 8

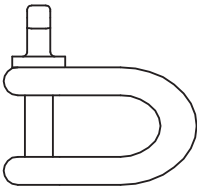
x4



6 mm Nylock Nut

### Safety Cable Shackle—Step 6

x1



Shackle

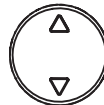
### Wiring Cover Screws and Downtube Screw Caps—Step 9

x3



5/16" Screw\*

x8



Downtube Screw Cap\*\*

\*One spare screw is included.

\*\*Use the two screw caps that match the color of your fan.

# LOW PROFILE MOUNT INSTALLATION

---

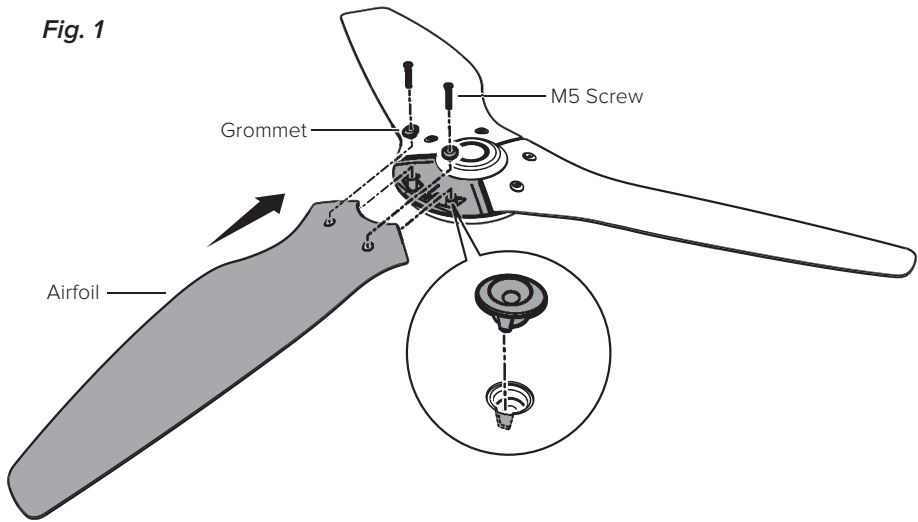
## 1. Install airfoils



**Make sure the sticker color on each airfoil matches the corresponding sticker color on the motor unit.**

Moving clockwise, slide each airfoil edge under the lower cover, align the mounting holes with the holes on the motor unit, and secure with the airfoil hardware. Make sure the grommets are positioned correctly in the holes (*Fig. 1*).

*Fig. 1*

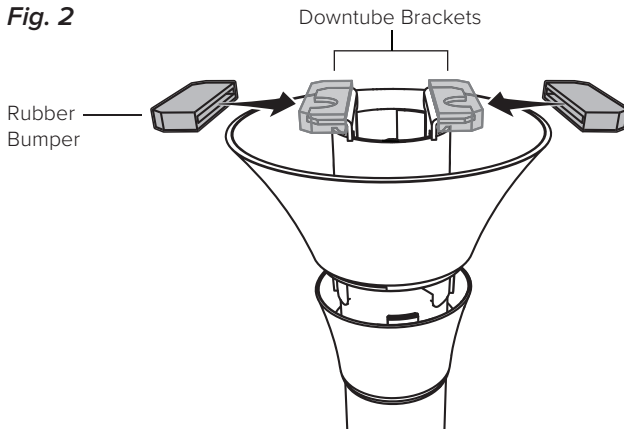


---

## 2. Install rubber bumpers

Slide rubber bumpers onto downtube brackets (*Fig. 2*).

*Fig. 2*



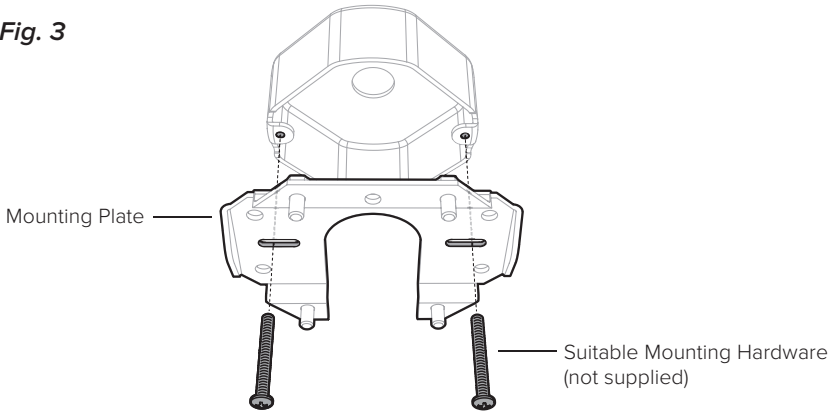
### 3. Install mounting plate

**⚠ WARNING**

**Disconnect power to fan location before installing mounting plate.  
Mount only to an outlet box marked acceptable for fan support.**

Secure mounting plate to mounting structure with suitable hardware (not supplied) (Fig. 3). Outlet box shown. Your mounting structure may differ.

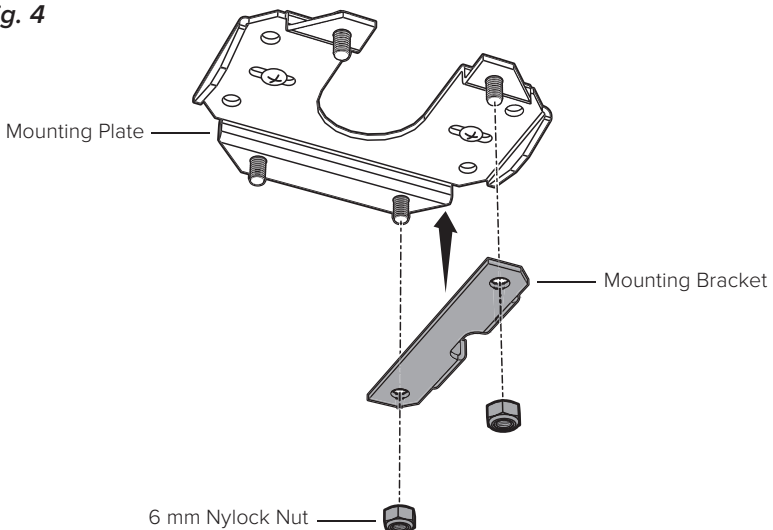
Fig. 3



### 4. Install single mounting bracket

Loosely attach one mounting bracket to the mounting plate with two 6 mm nylock nuts, but do not fully tighten (Fig. 4).

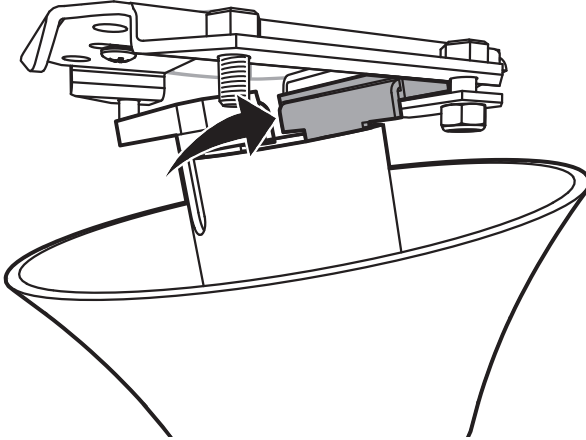
Fig. 4



### 5. Hang fan

Raise fan to mounting plate and temporarily rest one rubber bumper in the space between the mounting bracket and mounting plate (*Fig. 5*).

*Fig. 5*



---

### 6. Secure safety cable



Two people are recommended for this step, or the fan should be placed upright on a stable surface during this step to allow both hands to be free for securing the safety cable.

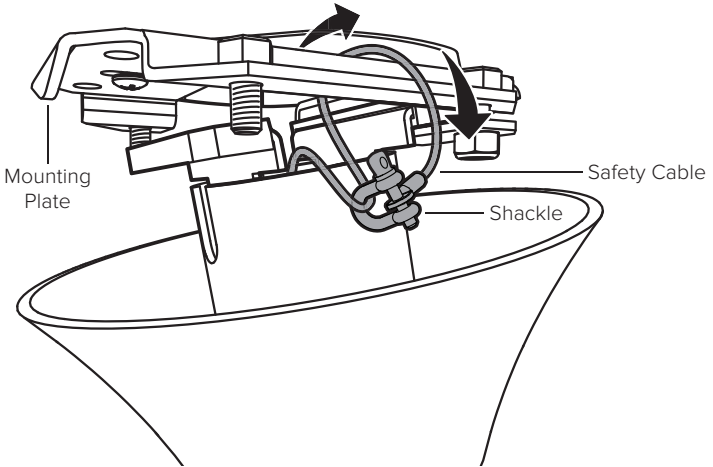


Some local safety codes require the safety cable to be secured directly to an existing part of the building structure (Canada, Singapore). It may be necessary to install additional structural material to provide attachment points. Check your local safety code if you are unsure.

## Mounting Plate (not applicable for Singapore)

While supporting the fan, loop safety cable around mounting plate and secure with shackle (Fig. 6a).

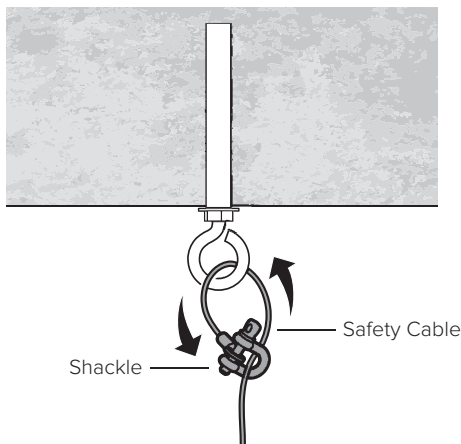
**Fig. 6a**



## Anchor Hook (applicable for Singapore)

While supporting the fan, loop safety cable around anchor hook and secure with shackle (Fig. 6b).

**Fig. 6b**



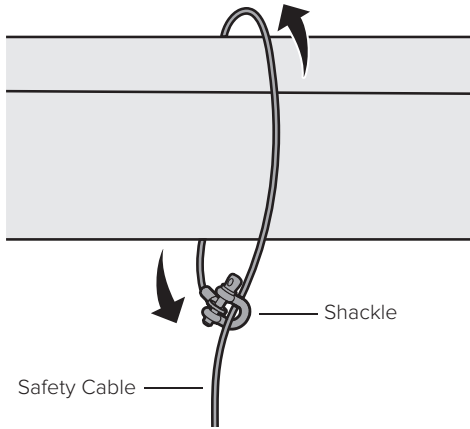
## LOW PROFILE MOUNT INSTALLATION

---

### Building Structure (not applicable for Singapore)

While supporting the fan, loop safety cable around building structure and secure with shackle (*Fig. 6c*). Acceptable building structures include a wooden beam or a metal mounting brace secured between two beams. In some cases, it may be necessary to install additional structural material to provide attachment points.

**Fig. 6c**



---

## 7. Wire fan

### **WARNING**

**Disconnect power to fan location before wiring fan.**

**Do not connect fan to a damaged power source. Do not attempt to resolve electrical failures on your own. Consult a qualified electrician if uncertain of the electrical installation of this fan.**

Allow fan to hang from safety cable. Wire fan as shown on the following page using the wire connectors (*Fig. 7*).

Carefully tuck wiring into outlet box or building structure. Ensure wire connectors are turned upward and that wires are spread apart with grounded conductors on one side of the outlet box/mounting structure and ungrounded conductors on the other side.

### Wire Connector Operation

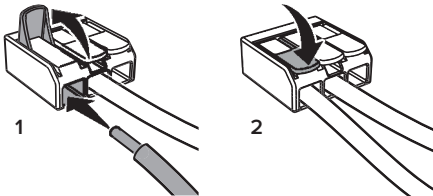
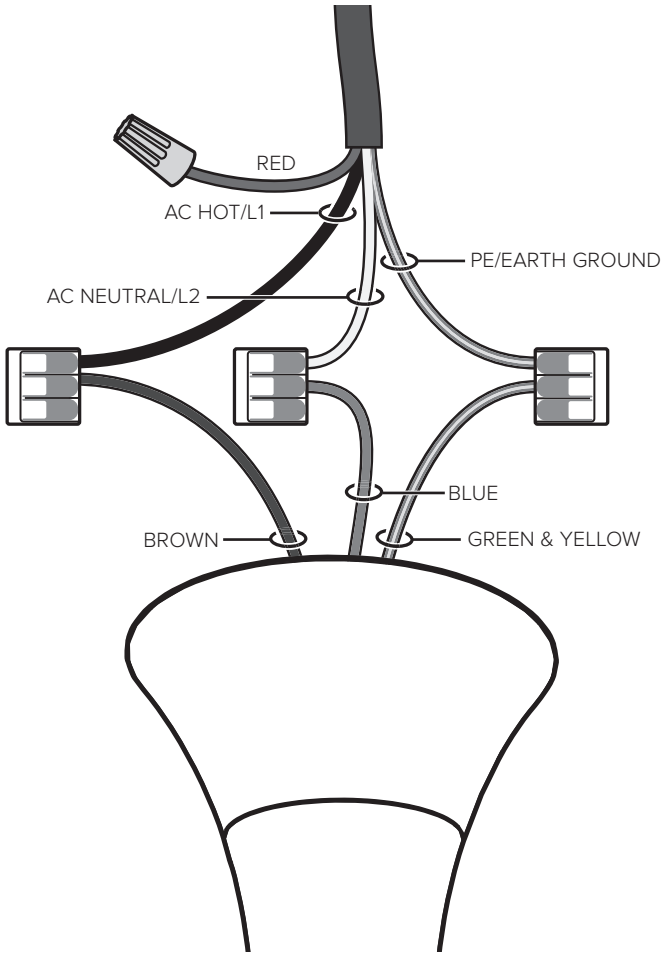




Fig. 7



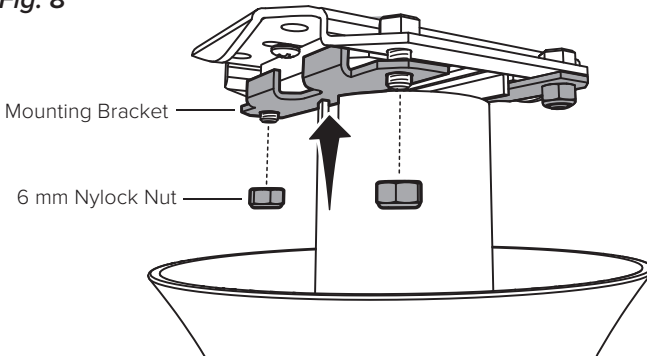
Supply Power Wire Colors

	North America 100–120 V	Australia	All other regions
AC Hot/L1 Brown	Black	Brown or Red	Brown
AC Neutral/L2 Blue	White	Black or Light Blue	Blue
PE/Earth Ground Green with Yellow	Green or Bare Copper	Green with Yellow	Green with Yellow

### 8. Secure mounting brackets

Raise fan to mounting plate. Insert one rubber bumper between the mounting plate and the loosely installed mounting bracket. Secure the other bumper with the remaining mounting bracket and 6 mm nylock nuts (*Fig. 8*). Tighten all four nuts with a wrench until snug.

**Fig. 8**



---

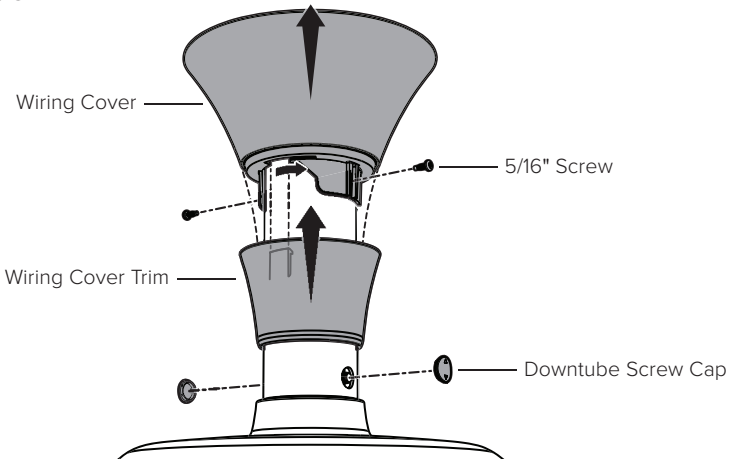
### 9. Install wiring cover and screw caps

Raise wiring cover, allowing about a 1/8" (3 mm) gap at ceiling. Align mounting slots with screw holes on downtube and secure wiring cover with the wiring cover screws (*Fig. 9*).

Slide wiring cover trim up downtube, aligning the inside tabs with the slots on the bottom of the wiring cover. Twist trim clockwise to secure in place (*Fig. 9*).

Insert the two downtube screw caps that match the color of your fan into the screw holes at the bottom of the downtube (*Fig. 9*).

**Fig. 9**



## 10. Install downlight (optional)

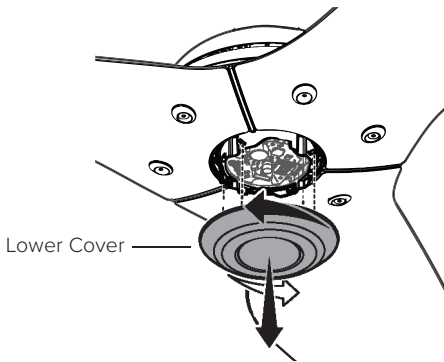
### CAUTION

To reduce the risk of electric shock, disconnect power to fan before installing downlight.

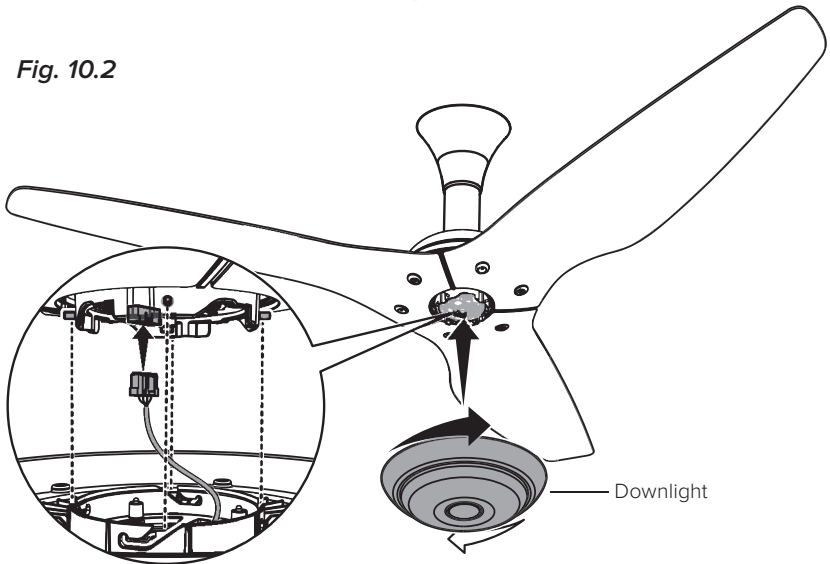
Remove lower cover from bottom of motor unit by twisting counterclockwise (*Fig 10.1*). Save the lower cover. Reinstall it if you later uninstall the downlight.

Plug downlight wiring harness into receptacle on bottom of motor unit. Align slots on downlight with tabs on bottom of motor unit and twist downlight clockwise to secure in place (*Fig. 10.2*).

*Fig. 10.1*



*Fig. 10.2*



Use only light kit model 010593. Light kit weight: 2 lb (907 g).

## LOW PROFILE MOUNT INSTALLATION

### 11. Test fan

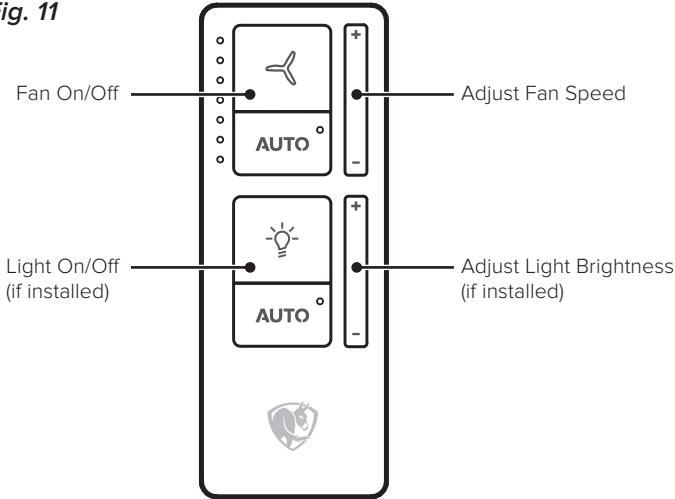
#### CAUTION

**Do not expose the remote control to rain or water.**

Congratulations! Installation is now complete. Turn on power, and then press any button on the remote control to pair it with your fan. Test your fan using the remote (*Fig. 11*).

*Note: It is normal for the fan to jerk forward and backward slightly for a few seconds when first turned on.*

**Fig. 11**



### AUTO

Press Auto to enable motion sensing and automatic fan speed adjustment as room conditions change. To adjust your Auto preferences, download the Big Ass Fans mobile app.

To change the downlight's color temperature, download the Big Ass Fans mobile app.

## Automate your comfort with SenseME®



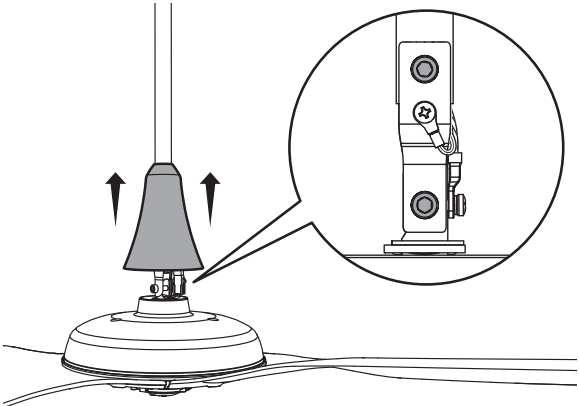
SenseME automatically adjusts your fans and lights to keep your home feeling and looking exactly the way you want it to.

Download the Big Ass Fans mobile app to group multiple fans, adjust their settings, and set your comfort preferences for hands-free control.

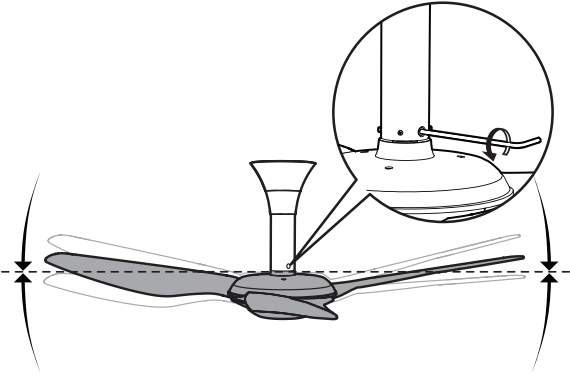

For smart device integration instructions, visit [www.bigassfans.com/support](http://www.bigassfans.com/support)



# TROUBLESHOOTING

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.	<ul style="list-style-type: none"> <li>• Make sure the fan is receiving power. Check your circuit breaker or fuse panel and wall switch for functionality.</li> <li>• Make sure supply power is adequate.</li> <li>• Make sure all wires are securely connected and the fan is properly wired and grounded.</li> <li>• Make sure the plastic film in the remote's battery tray has been removed.</li> </ul>
The fan wobbles.	<ul style="list-style-type: none"> <li>• Make sure all mounting hardware is secure and tight.</li> <li>• Remove the airfoils and make sure the colored dot sticker on each airfoil matches the corresponding sticker on the motor unit. If the stickers do not match, move the airfoils to the matching attachment points.</li> <li>• If you installed multiple fans, make sure the serial numbers on the airfoils match the serial number on the motor unit.</li> <li>• Make sure all airfoils are aligned properly and are securely fastened to the motor unit.</li> <li>• If an airfoil is damaged, contact Customer Service. Airfoils must be replaced as a set. Do not replace individual airfoils.</li> <li>• <i>Universal Mount only:</i> 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.</li> </ul>  <p>The diagram shows a top-down view of a ceiling fan motor unit. A central downrod is attached to the top. Two airfoils are shown being attached to the motor unit, with arrows indicating their movement. A callout circle provides a magnified view of the motor unit's mounting bracket, showing a hand using a screwdriver to adjust a bolt and nut on the side of the bracket.</p>

## TROUBLESHOOTING

Issue	Solution
<p>The fan appears slightly tilted. <i>(Low Profile Mount only)</i></p>	<p>Remove the downtube screw caps and locate the pivot bolt on the downtube. Loosen the bolt with a 5 mm hex key to allow the fan to hang straight, and then re-tighten. Reinstall the screw caps.</p> 
<p>The fan is noisy during operation.</p>	<p>Bring the fan to a complete stop.</p> <ul style="list-style-type: none"> <li>• Gently turn the airfoils by hand, making sure there are no fan parts rubbing on the hub when the fan rotates.</li> <li>• Check all mounting and fan hardware. If loose, tighten.</li> </ul>
<p>I need to reboot the fan.</p>	<p>Press and hold the remote On/Off button until the LED indicators start blinking. Within three seconds of the LEDs blinking, press the On/Off button again. When the LEDs stop blinking, the reboot is complete.</p>
<p>I need to pair my remote control with a different fan.</p>	<p>To pair a remote with a different fan, press  and = until the LEDs blink. Make sure the remote is within range of the new fan, and then press any button to pair.</p>
<p>The green LED on the downlight is blinking or the downlight is not responding.</p>	<p>This can occur when the downlight experiences an electrostatic discharge. Use the remote to reboot the fan or turn power to the fan off and back on.</p>

# MAINTENANCE



## WARNING

**Risk of fire, electric shock, or injury to persons during cleaning and user maintenance. Disconnect the appliance from the power supply before servicing.**

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

### Check the safety cable, hardware, and wiring

- ☑ Check that the safety cable is properly installed by removing the canopy or wiring cover screws, sliding the canopy or wiring cover down the downrod or downtube, and examining the safety cable and hardware.
- ☑ Make sure the mounting hardware and the screws securing the airfoils to the motor unit are securely fastened.
- ☑ Make sure the wire connectors are secure and the ground wire is securely connected.

### Clean the 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.

### Clean the lights

**Downlight:** Clean the light's lens periodically to ensure optimal performance. Wipe the lens with a soft cloth. If necessary, use water and a mild soap or a gentle liquid cleaner. Do not clean the light or lens with scouring pads, alkaline cleaning substances, gasoline, thinner, benzene, heating oil, or polishing powder.

**Uplight:** Clean the LEDs periodically to ensure optimal performance. Use a compressed air duster to remove dust and debris from the LEDs. Do not touch the LEDs while cleaning. Hold the duster can upright when using.



For more operation, maintenance, and troubleshooting information, visit [www.bigassfans.com/support](http://www.bigassfans.com/support)

# CONTACT US

---

## United States

2348 Innovation Drive  
Lexington, KY 40511  
USA  
877-244-3267  
Outside the U.S. (+1 859-233-1271)  
bigassfans.com

## Australia

35 French Street  
Eagle Farm, Brisbane  
QLD 4009  
Australia  
+61 1300 244 277  
bigassfans.com/au

## Manufacturer

2348 Innovation Drive  
Lexington, KY 40511  
USA

## Manufacturing Site

2251 Innovation Drive  
Lexington, KY 40511  
USA

## Warranty and WEEE Returns

2201 Jaggie Fox Way  
Lexington, KY 40511  
USA

## Canada

2180 Winston Park Drive  
Oakville, Ontario L6H 5W1  
Canada  
1 844-924-4277  
bigassfans.com/ca

## Singapore

50 Ubi Crescent  
#01-01 Ubi TechPark  
Singapore 408568  
+65 6709 8500  
bigassfans.com/sg

## Mexico

CEBSA (Corporación Eléctrica del  
Bravo SA de CV)  
Avenida Ind. Rio San Juan  
Lote 3-A Parque Industrial del Norte  
Reynosa, Tamps C.P. 88736  
+52 1 899 925 6398  
<http://cebsainc.com/>

## All Other Geographies

+1 859-410-6286  
bigassfans.com

EPA Est. 97457-KY-1

The information contained in this document is subject to change without notice. For the most up-to-date information, see the online printable installation guide at [www.bigassfans.com/support](http://www.bigassfans.com/support)

Haiku® is a trademark of Delta T LLC, registered in the U.S. and/or other countries.

Google Play is a trademark of Google LLC.

[www.bigassfans.com/patents](http://www.bigassfans.com/patents) · [www.bigassfans.com/product-warranties](http://www.bigassfans.com/product-warranties)

© 2022 DELTA T LLC. ALL RIGHTS RESERVED.