

HINKLEY

# 52" NEO™

INDOOR / OUTDOOR LED FAN



DAMP



DC MOTOR



LED



CERTIFIED



WIFI



CONTROL

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CEILING FAN INSTRUCTION MANUAL



HINKLEY

PAIR WITH HINKLEY APP

DOWNLOAD ON APP STORE or GOOGLE PLAY

## WE WANT YOU TO LOVE YOUR NEW FAN

SO WE'RE HERE IF YOU HAVE A QUESTION, NEED SOME HELP OR WANT TO CHAT ABOUT OUR PRODUCTS. SEND SUGGESTIONS OUR WAY TOO—WE'RE ALWAYS LOOKING TO MAKE YOUR EXPERIENCE WITH HINKLEY A POSITIVE ONE.

> [SERVICE@HINKLEY.COM](mailto:SERVICE@HINKLEY.COM)

> [800.HINKLEY](tel:800.HINKLEY)

> [LET'S SEE THAT HINKLEY STYLE @HINKLEY](#)  
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This manual contains complete instructions for the installation and operation of this fan. It has been designed to make the installation process as easy as possible. If you are unfamiliar or uncomfortable with wiring, please contact a qualified electrician. If you need additional assistance or have any questions, please reach out to us.

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For warranty information, visit [hinkley.com](http://hinkley.com).

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### WARNING:

Read and follow these instructions carefully and be mindful of all warnings shown throughout.

## GENERAL INSTALLATION & OPERATION INSTRUCTIONS

- 1 To ensure the success of the installation, be sure to read the instructions and review the diagrams thoroughly before beginning.
- 2 To avoid possible electric shock, be sure electricity is turned off at the main power box before wiring. All electrical connections must be made in accordance with local codes, ordinances and/or the National Electric Code. If you are unfamiliar with the methods of installing electrical wiring and products, secure the services of a qualified and licensed electrician as well as someone who can check the strength of the supportive ceiling members and make the proper installation(s) and connections.
- 3 **WARNING:** To reduce the risk of fire, electric shock, or other personal injury, mount fan only on an outlet box or supporting system marked acceptable for fan support of 35 lbs (15.9 kg) or less and use mounting screws provided with the outlet box. Most outlet boxes commonly used for the support of lighting fixtures are not acceptable for fan support and may need to be replaced. Consult a qualified electrician if in doubt.
- 4 Make sure that your installation site will not allow rotating fan blades to come in contact with any object. Blades should be at least 7 feet from floor.
- 5 Blades should be attached after motor housing is hung and in place. Fan motor housing should be kept in the carton until ready to be installed to protect its finish. If you are installing more than one ceiling fan, make sure that you do not mix fan blade sets, as each blade is part of a weighted set.
- 6 After making electrical connections, spliced conductors should be turned upward and pushed carefully up into outlet box. The wires should be spread apart with the common conductor and the grounding conductor on one side of the outlet box, and the "HOT" wires on the other side.
- 7 Electrical diagrams are for reference only. Light kits that are not packed with the fan must be UL listed and should be installed per the light kit's installation instructions.
- 8 After fan is completely installed, check to make sure that all connections are secure to prevent fan from falling and/or causing damage or injury.
- 9 The fan can be made to work immediately after installation - the bearings are adequately charged with grease so that, under normal conditions, further lubrication should not be necessary for the life of the fan.
- 10 To operate the reverse function on this fan, press the reverse button while the fan is running.
- 11 **CAUTION:** Do not ingest battery - Chemical burn hazard. Keep new and used batteries away from children.
- 12 The remote control supplied with a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
- 13 If the battery compartment does not close securely, stop using the product and keep it away from children.
- 14 If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

## IMPORTANT SAFETY PRECAUTIONS

### WARNINGS:

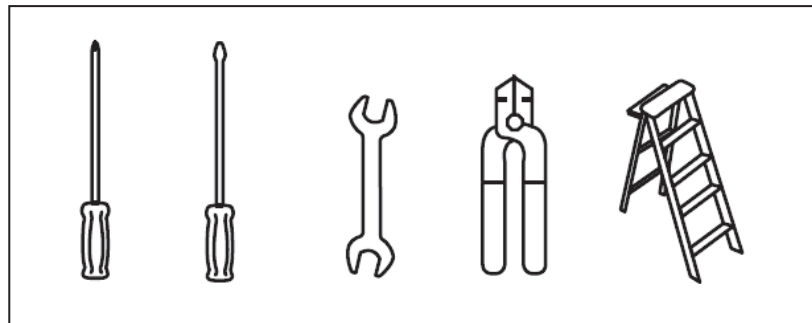
- Disconnect power by removing fuse or turning off circuit breaker before installing the fan and/or optional lighting.
- Support directly from building structure.
- To reduce the risk of fire, electric shock or personal injury, mount to outlet box marked "acceptable for fan support" and use mounting screws provided with the outlet box. Most outlet boxes commonly used for the support of lighting fixtures are not acceptable for fan support and may need to be replaced. Consult a qualified electrician if in doubt.
- Do not use an incandescent light dimmer. Do not use this fan with any transformer type fan speed control device.
- To reduce the risk of personal injury, do not bend the blade arms when installing them, balancing the blades or cleaning the fan. Do not insert any object(s) between rotating fan blades.

### NOTE:

The important precautions, safeguards and instructions appearing 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 carefulness are factors which cannot be built into this product. These factors must be supplied by the person(s) installing, caring for and operating the unit.

## TOOLS & MATERIALS REQUIRED

- PHILLIPS SCREWDRIVER
- FLAT SCREWDRIVER
- WRENCH OR PLIERS
- WIRE CUTTER
- STEPLADDER
- WIRING SUPPLIES AS REQUIRED BY ELECTRICAL CODE



## UNPACKING YOUR FAN

### 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 packing. Remove all parts and hardware. Do not lay motor housing on its side, or the decorative housing may shift, be bent or damaged.
- Examine all parts. You should have the following:

NEO PACKAGE CONTENT		
1	Blade Set of 3	BL905452Fxx
2	Blade Support Plates	In Hardware Bag
3	Mounting Bracket	MP905452Fxx
4	Fan Motor *Remove rubber shipping supports around motor, if applicable. Save the screws.	x
5	Motor Housing	x
6	16W LED Assembly	AP905452Fxx
7	Polycarbonate Shade	GL905452PY
8	Receiver (pre-installed)	CWT905452
9	HIRO Wall Control w/2032 Battery, Cradle A, Wall Plate, Face Plate, 2 Mounting Screws, Cradle B (for flat wall use only)	980014FWH-R
10	<b>Hardware Bag</b>	
	Bracket Mounting Hardware (wood screws, screws, lock washers, star washers, flat washers, wire nuts), Blade to Motor Screws and Rubber Washers, Balance Kit, Safety cable hardware (wood screw, flat washer)	MH905452Fxx
XX=FAN FINISH		

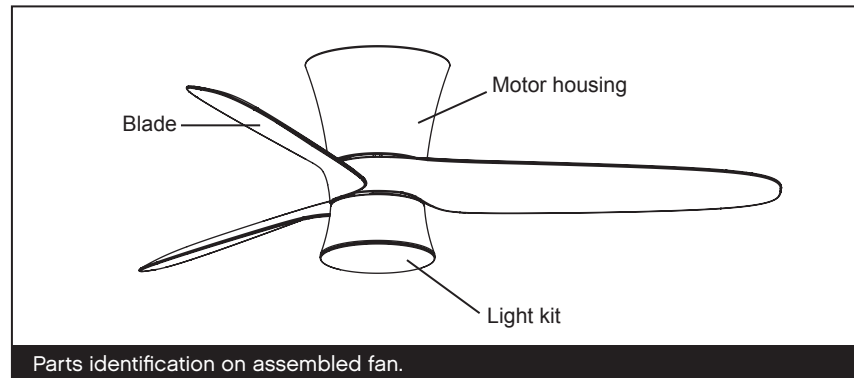
**NOTE:** Design of parts shown above may look slightly different for your specific model of fan.

## PREPARATION

### PREPARATION:

Verify you have all parts before beginning the installation. Check foam insert closely for missing parts. Remove motor from packing. To avoid damage to finish, assemble motor on soft padded surface or use the original foam insert in motor box.

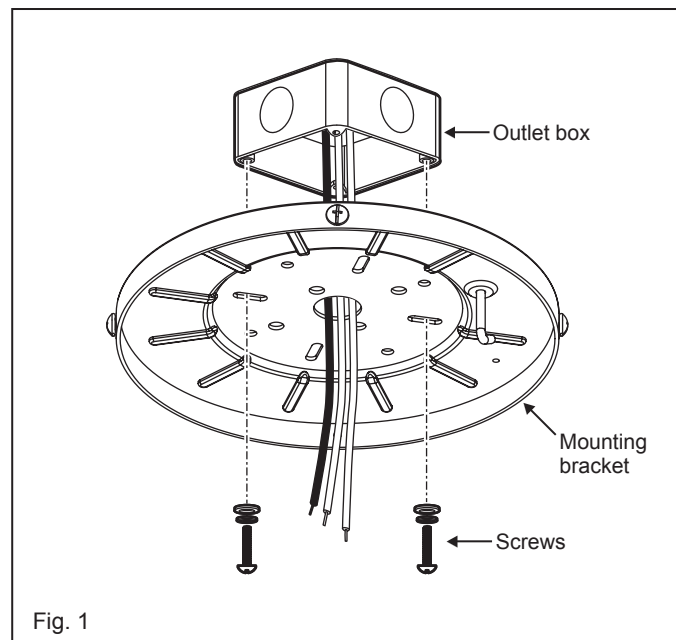
**DO NOT LAY MOTOR HOUSING ON ITS SIDE AS THIS COULD RESULT IN SHIFTING OF MOTOR IN DECORATIVE ENCLOSURE.**



## INSTALLING THE HANGING BRACKET

**CAUTION:** To avoid possible electrical shock, be sure electricity is turned off at the main power box 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 electric shock.

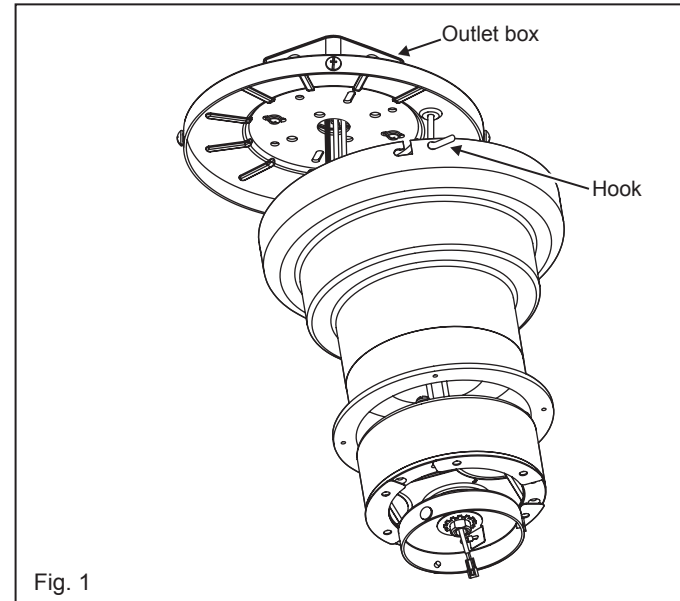
- 1 Locate ceiling joist where fan is to be mounted, being sure location agrees with the requirements in the minimum clearance section of this guide. Wood joist must be sound and of adequate size to support 35 lbs. (See Page 1, Items 3 and 4).
- 2 If not already present, mount a UL listed outlet box marked "suitable for fan support" following the instructions provided with the outlet box. The outlet box must be able to support a minimum of 35 pounds.
- 3 Attach mounting bracket to outlet box using screws provided with the outlet box.



## HANGING THE FAN

**REMEMBER** to turn off the power. Follow the steps below to hang your fan properly.

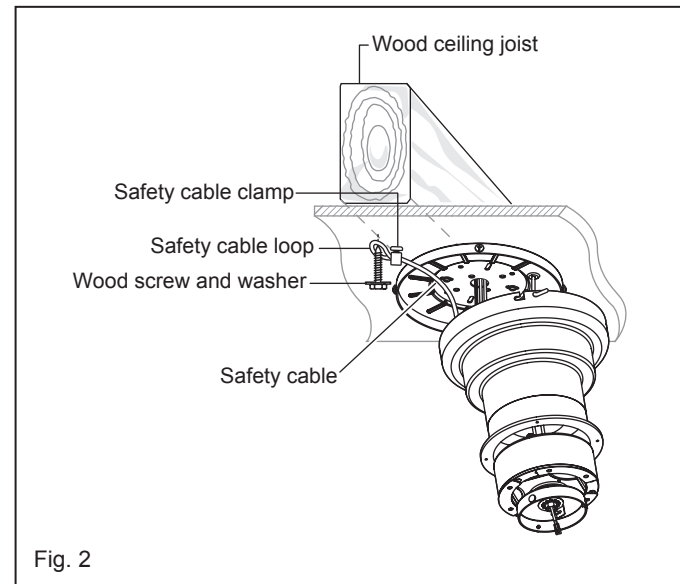
Carefully lift fan motor assembly (without the blades) into position by hanging the motor assembly onto the hook from the ceiling adapter plate allowing it to hang freely. (Fig. 1)



### INSTALLATION OF SAFETY CABLE SUPPORT

Attach the wood screw and the flat washer to the ceiling joist as shown (do not fully tighten). Slide the cable clamp onto the safety cable from the fan. Loop the safety cable around the wood screw that was just attached to ceiling joist. Feed the end of the cable into the clamp and pull as much cable through as possible. Firmly tighten screw in the clamp. Cut off excess cable. (Fig. 2)

You are now ready to make the electrical connections.





## ELECTRICAL CONNECTIONS

**REMEMBER** -Turn off the power! **NOTE** - Control must be installed within 30 feet of fan.

**WARNINGS:** Check to see that all connections are tight, including ground, and that no bare wire is visible at the wire nuts, except for the ground wire.

**CAUTION:** To reduce the risk of electric shock, this fan must be installed with an isolating wall control/switch.

1. For best performance, make sure the Black Antenna and WIFI Antenna, on the end of the receiver, remains extended and not tangled with any of the electrical wires.
2. Connect the wiring from the ceiling to the receiver unit. (Use the 2 wire bundle on the receiver.) Secure with supplied wire nuts.
  - Connect the BLACK building supply wire to the BLACK receiver wire.
  - Connect the WHITE receiver neutral wire to the WHITE building neutral wire.
  - Connect the COPPER building ground wire to the 4 YELLOW / GREEN ground wires from the fan and receiver.

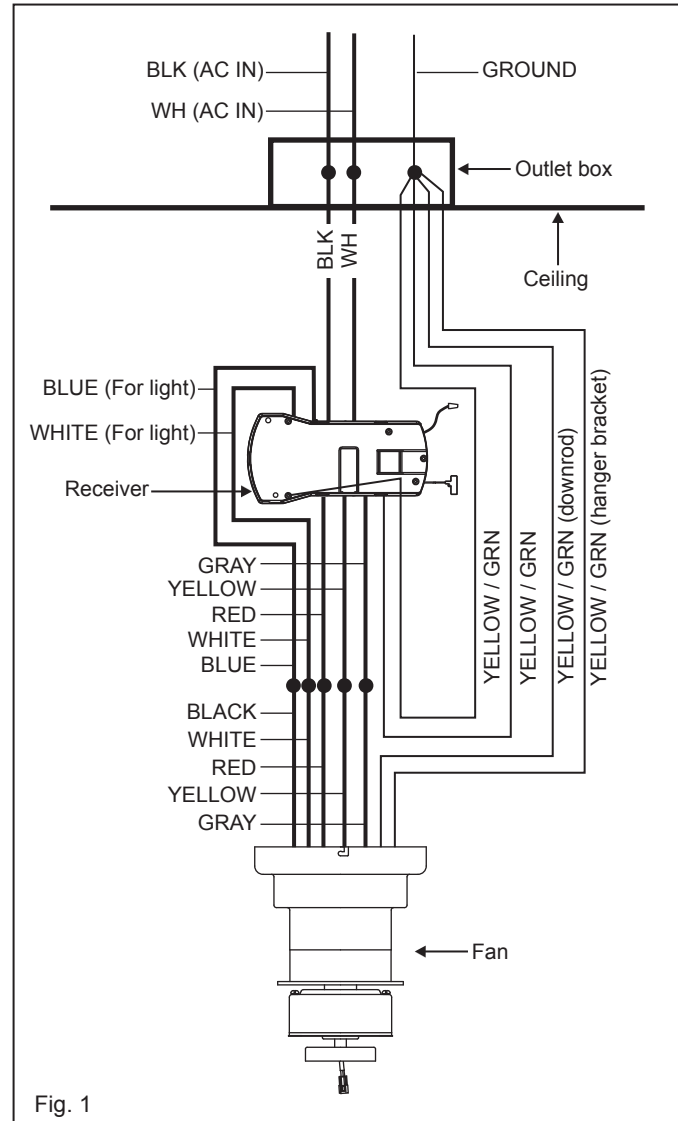
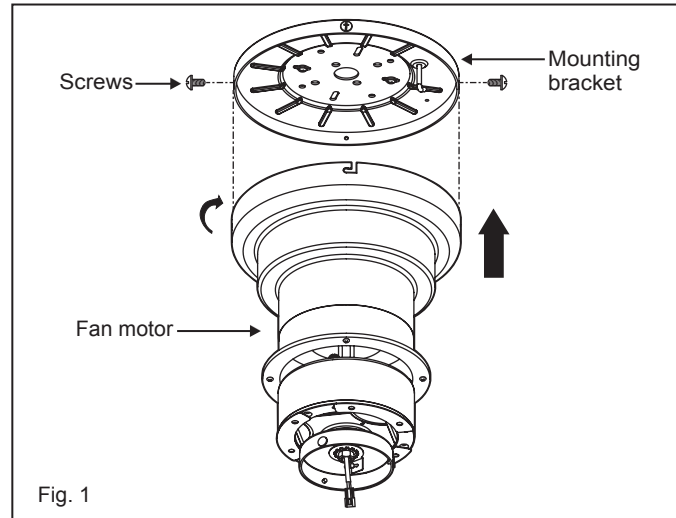


Fig. 1

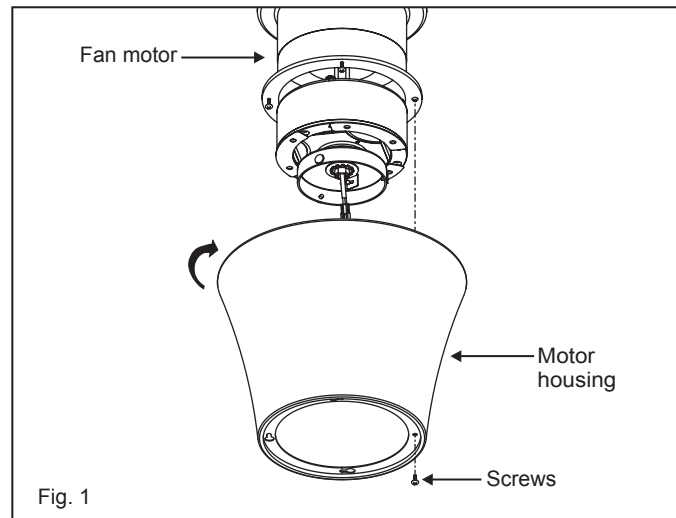
## FINISHING THE INSTALLATION

- 1 Remove two of the four fan motor mounting screws from the mounting bracket and loosen the other two screws.
- 2 Remove the fan motor from the mounting bracket hook, and while holding the fan motor under the mounting bracket.
- 3 Place the key holes on top of the fan motor over the two screws previously loosened from the mounting bracket. Turn the fan motor until the fan motor locks in place at the narrow section of the key holes.
- 4 Securely tighten the two mounting bracket mounting screws previously loosened and the two previously removed.



## INSTALLING THE MOTOR HOUSING

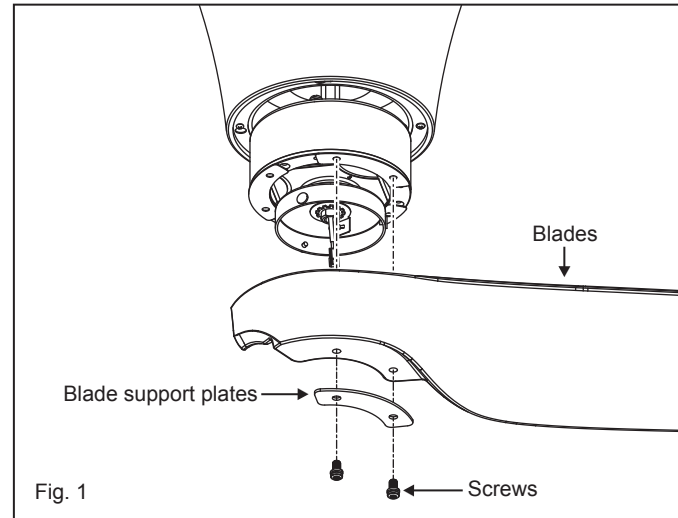
- 1 Remove one of the four motor housing mounting screws from the fan motor and loosen the other three screws.
- 2 While holding the motor housing under the fan motor.
- 3 Place the key holes on the motor housing over the three screws previously loosened from the fan motor. Turn the motor housing until the motor housing locks in place at the narrow section of the key holes.
- 4 Securely tighten the three mounting bracket mounting screws previously loosened and the one previously removed.



## INSTALLATION OF THE BLADES

**WARNING:** To reduce the risk of personal injury, do not bend the blades while installing, balancing the blades, or cleaning the fan.

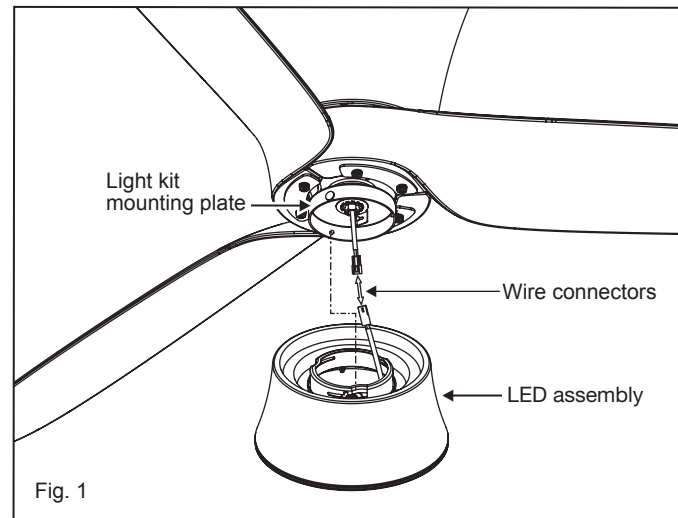
- 1 Fasten blade to motor with provided blade support plates and screws. Repeat procedure for remaining blades. Make sure screws are **TIGHT!** Loose motor screws can contribute to unnecessary hum or wobble during operation.



## INSTALLING THE LED ASSEMBLY

**WARNING:** Before starting installation, disconnect the power by turning off the circuit breaker or removing the fuse at fuse box. Turning power off using the fan switch is not sufficient to prevent electric shock.

- 1 While holding the LED assembly under your fan, make the polarize plug connections: (Fig. 2)
  - White to white
  - Black to black
- 2 Raise glass LED assembly against light kit mounting plate and secure it to the fan by turning the LED assembly clockwise until snug. **DO NOT OVERTIGHTEN.**
- 3 Restore power and your light kit is ready for operation.



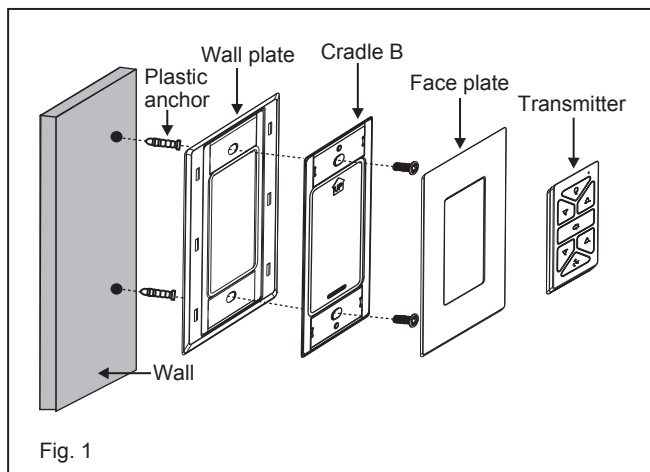
## INSTALLING THE WALL CONTROL

**REMEMBER** to turn off the power before you begin.

**NOTE** - Secures to any surface or application: flat wall, single gang box, multi gang box.

### Option 1. Flat Surface Installation

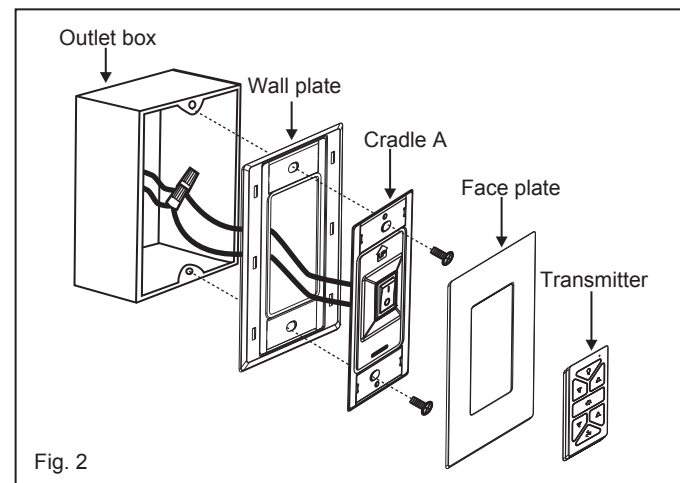
- 1 Select a desired location. Use the wall plate to mark the location of the mounting holes. Plastic wall anchors or mounting screws are needed for this application. (Fig. 1)
- 2 Seat the cradle B into the wall plate. Secure the wall plate to the wall using the provided hardware.
- 3 Snap the face plate cover onto the wall bracket.
- 4 Remote transmitter will be held in place with built in magnets.



**HIRO HIRO Control System**

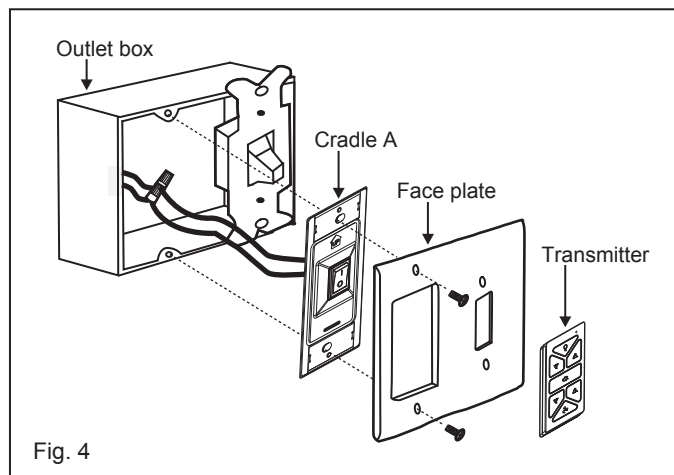
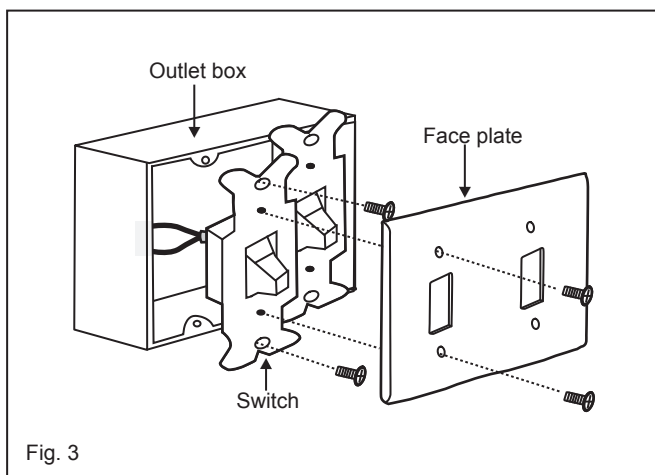
### Option 2. For single gang box

- 1 Remove the existing wall plate and the old switch from the wall outlet box.
- 2 Seat the cradle A into the wall plate. (Fig. 2)
- 3 Connect the black lead wires from the switch in the cradle A to the black wires in the switch box. Hot input wire to one of the cradle A switch leads. Power lead to the fan is connected to the remaining switch lead.
- 4 Connect the wall plate/cradle A assembly to the wall outlet box using the supplied hardware.
- 5 Snap the face plate cover onto the wall bracket.
- 6 Remote transmitter will be held in place with built in magnets.



### Option 3. Multi Gang Wall Switch Box Installation

- 1 Remove the existing wall plate and old switch from the wall outlet box. (Fig. 3)
- 2 Connect the black lead wires from the switch in the cradle A to the black wires in the switch box. Hot input wire to one of the cradle switch leads. Power lead to the fan is connected to the remaining switch lead. (Fig. 4)
- 3 Attach the cradle A to the wall switch box using the supplied hardware.
- 4 Attach the multi-gang faceplate to the switch set in the wall outlet box. Cradle A of Hinkley switch will fit in any standard decora face plate.
- 5 Remote transmitter will be held in place with built in magnets.



 **HIRO HIRO Control System**

## OPERATION

Your DC brushless motor is equipped with an automatically learned type remote control. There is no frequency switches on the receiver or transmitter. The fan can start to use once the pairing process is done.

Remove the panel from the transmitter and then install one 2032 battery (included). You need to use a coin to open or close the battery cover. To prevent damage to transmitter, remove the battery if not use for long periods of time (Fig. 1)



**WARNING:** Chemical Burn Hazard.  
Keep batteries away from children.

This product contains a lithium button/coin cell battery. If a new or used lithium button/coin cell battery is swallowed or enters the body, it can cause severe internal burns and can lead to death in as little as 2 hours. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep it away from children. IF you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

The batteries shall be disposed of properly, including keeping them away from children; Even used cells may cause injury.

- 1 button: Press this button and release instantly to turn on or off the light.
- 2 button: Press and hold to dim or brighten lights to the desired level and release.
- 3 button: Press this button to set fan wind direction up or down.
- 4 button: Press button for turn on and setting 1-6 fan speed.
- 5 button: Press this button to turn the fan off.
- 6 Signal light (Fig. 2)

## Pairing Process

**NOTE: If installing/pairing more than one fan in an area, the power must be disconnected from all fans except the one fan being paired.**

With the fan's power off, restore power to the fan. Press and hold "" button for about 5 seconds and release. If optional light kit is installed, the light kit will flash three times and the motor spin up for 10 seconds on low speed. The fan has completed the pairing process with the wall control and is ready for use.

**NOTE:** A single fan can be controlled with as many as 3 wall controls in one room. Every control will need to repeat the pairing process based on instructions above and all controls must be within 30 feet of the fan.

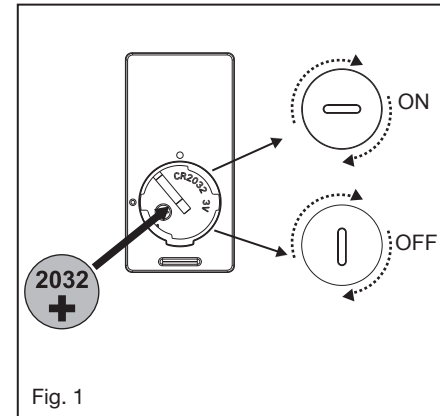


Fig. 1

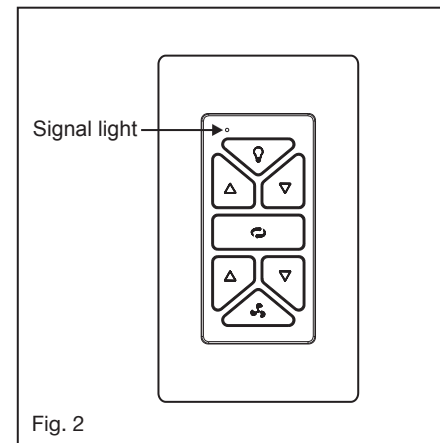
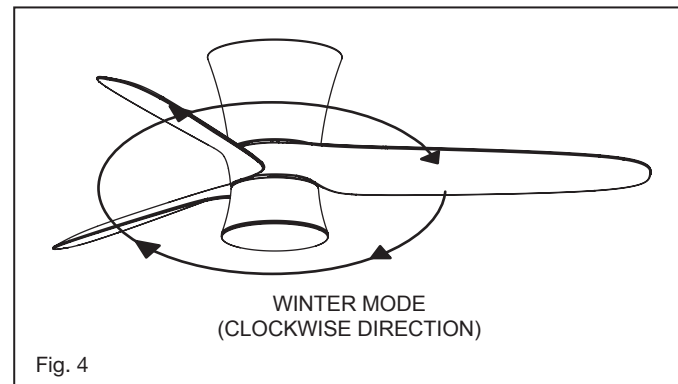
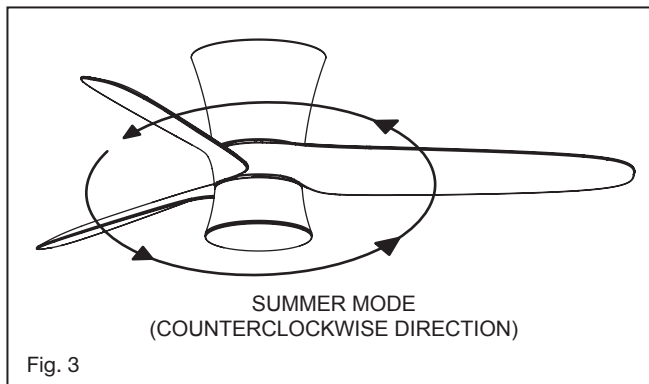


Fig. 2

**HIRO HIRO Control System**

## Summer Mode and Winter Mode Operation

- 1 Summer Mode (forward):  
A DOWNWARD airflow creates a cooling effect as shown in Figure 3. This allows you to set your air conditioner on a warmer setting without affecting your comfort.
- 2 Winter Mode (Reverse):  
An UPWARD airflow moves warmer air off the ceiling area as shown in Figure 4. This allows you to set your heating unit on a cooler setting without affecting your comfort.



## CARE AND CLEANING

Periodically it may be necessary to re-tighten blade to blade arm screws or blade arm to motor screws to prevent clicking or humming sound during operation. This is especially true in climates with broad temperature and humidity ranges.

When dusting the blades, you must support the blade to prevent bending - no pressure should be applied to the blades. If you experience any flaws in the operation of your fan, please check the following points.

## TROUBLESHOOTING

### CAUTION:

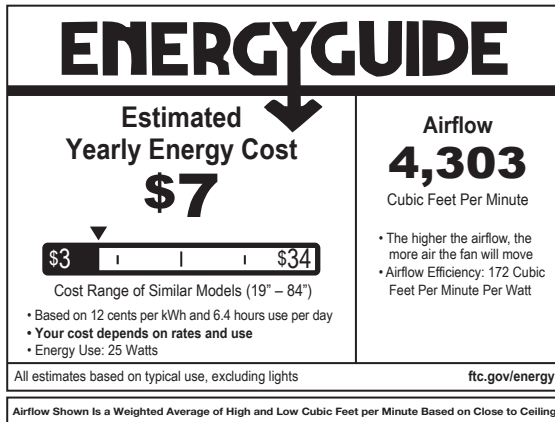
Switch off power supply before carrying out any of these checks.

PROBLEM	SOLUTION
FAN WILL NOT START	<ol style="list-style-type: none"><li>1. Check circuit fuses or breakers.</li><li>2. Check wall control LED indicator light. If LED is not illuminated when pushing a button, it is not transmitting a signal. Please check battery, power to wall control/circuit breaker and all electrical connections.</li><li>3. Assure there are no more than 2 fans operating on a circuit through the wall control. Assure that there are no more than 12 fans operating on a circuit through an on/off wall switch or a breaker (not through a wall control).</li><li>4. Assure that the fan is within range of the WiFi (150 ft.) or wall control (30 ft.).</li></ol>
FAN SOUNDS NOISY	<ol style="list-style-type: none"><li>1. Allow a 24-hour "breaking-in" period. Most noise associated with a new fan will disappear during this time.</li><li>2. Make sure all motor housing screws are securely fastened.</li><li>3. Make sure the screws that attach the fan blade to the fan are tight.</li><li>4. Make sure your ceiling box is secure and rubber isolator pads are used between the mounting bracket and outlet box.</li></ol>
FAN WOBBLER	<ol style="list-style-type: none"><li>1. Check that all blade to motor and blade arm screws are secure.</li><li>2. If the blade wobble is still noticeable, interchanging two adjacent (side by side) blades can redistribute the weight and possibly result in smoother operation.</li><li>3. Make sure the mounting plate is securely fastened to the ceiling outlet box.</li><li>4. Make sure ceiling box is secure.</li></ol>



## ENERGY GUIDE

### AVERAGE PERFORMANCE AND ENERGY INFORMATION



## SPECIFICATIONS

PERFORMANCE SPECIFICATIONS	STANDARD	
	HIGH SPEED	LOW SPEED
Airflow (CFM)	6677	1613
Energy Use (Watts)	36.6	2.6
Airflow Efficiency (CFM/W)	183	623
Energy Costs (Yearly)	\$7	\$1
Amps	0.31	0.02
RPMs	0	0

## DOWNLOADING THE HINKLEY APP

### HINKLEY APP INSTRUCTIONS:

In addition to the included wall control, you can control your Hinkley fan through the Hinkley app.

- To use the **Hinkley app**, download it for free from the App Store or Google Play.
- Open the **Hinkley app** where you will be prompted to create an account.
- Enter all necessary information to create an account.
- After account is created you will receive a verification code email to finish setting up the **Hinkley app** (Check spam folder if email is not received.)
- Confirm Bluetooth is enabled to allow the fan and **Hinkley app** to connect to each other.
- Click add a device on the home screen and select desired fan.
- The **Hinkley app** will then have you enter in WiFi name and password.
- Click done on the **Hinkley app** to complete connecting the fan.
- The **Hinkley app** will have options on the main screen for fan speeds, dimming and setting timers.
- Scan the QR code below for more information on the **Hinkley app** operation.



SCAN FOR ADDITIONAL DETAILS

## SMART BY BOND

### HINKLEY SMART FAN OPTIONS:

In addition to the included wall control, you can control your Hinkley fan through the Bond app.

- To use the app, download it for free from the App Store or Google Play.
- Open the app to create your account. You can also login with your Facebook or Google account.
- Next, set up a WiFi connection. You will need the SSID and WiFi password for the network you want to connect to.
- You will receive a prompt to choose the finish of your fan and name your fan device.
- The app will walk you through the main screen and show you how to change fan speeds, dim the light, set timers or utilize breeze mode.

**NOTE:** Maximum of 2 fans can operate on a circuit through the wall control. Maximum of 12 fans can operate on a circuit through an on/o switch or breaker when utilizing the app for the fan control (without the wall control in the circuit).

### How to correct "Fan paired to wrong transmitter" on Smart by Bond fans supporting multiple transmitters:

#### • Smart Phone Method (recommended)

- Open the Bond Home app.
- Tap on the Fan you want to modify.
- Tap the settings icon in the upper right corner.
- Scroll down and tap "Manage Remotes".
- Delete just the remotes in question; or, use the triple-dot menu and select "Forget all remotes".
- Tap "Learn a new remote".
- Follow on-screen prompts to (re) learn the desired remotes into the fan.

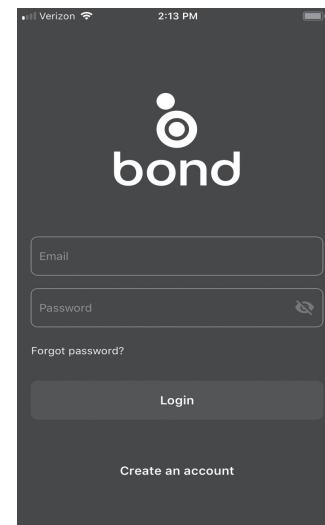
#### • Factory Reset Method

- Turn mains power OFF to all fans.
- Turn mains power ON only for the fan needing code correction.
- Within 15 seconds of turning on, hold down the Speed 1 button on any compatible transmitter for 20 seconds.
- The fan light should blink 5 times and may spin up on low speed for 10 seconds.

- Wait 10 seconds.
- Hold down the Power button on the transmitter you wish to pair. The fan light should flash three times and the motor spin up for 10 seconds on low speed.
- If you were using the fan on Wi-Fi, you will need to reconnect to Wi-Fi.

#### • Brute Force Method

- Turn mains power OFF to the fan.
- Turn mains power back ON on the fan.
- Hold down the Power button on the transmitter for 5 seconds, until the fan light flashes 3 times.
- Repeat steps a--c above 4 more times.
- The fan's memory is now totally overwritten, and it has forgotten all other remotes.



<https://bondhome.io/app>

HINKLEY IS PROUD TO PROVIDE YOU WITH CEILING FAN PRODUCTS THAT ENHANCE YOUR SPACE WITH COMFORT, PURPOSE AND STYLE. AS A FAMILY COMPANY, WE ARE COMMITTED TO DESIGN, PERFORMANCE AND QUALITY, AND WHAT'S IMPORTANT TO YOU IS PARAMOUNT TO US.

**FOR A COMPLETE ASSORTMENT OF OUR PRODUCTS AND SOURCE BOOKS, VISIT [HINKLEY.COM](http://HINKLEY.COM).**

# HINKLEY

**GLOBAL HEADQUARTERS**

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