

LIMITED LIFETIME WARRANTY

The Star Fans warranty is for one year from the date of purchase from an authorized Star Fans dealer, except for the motor which is granted a five year warranty (excluding wall controls and electrical components e.g switches and capacitors), to the original purchaser or user.

Star Fans warrants this fan to be free from defects in material and workmanship for one year from the date of purchase with exception of the motor. The company's only obligation under this limited warranty is to replace, repair or refund the purchase of a fan confirmed by Star Fans to be defective in material or workmanship after the motor only is returned to Star Fans by the original purchaser along with a proof of purchase and with shipping charges prepaid.

This warranty will not apply to fans which have been damaged as a result of improper installation, removed from the original installation or subjected to use for which the fan was not designed. The customer is responsible for any cost of removing the old fan, installing a new fan or any other costs. Star Fans shall under no circumstances be liable for any incidental or consequential damages.

Warranty Service Information

To obtain warranty service during the warranty period, the purchaser should return the fan with the sales receipt to the Star Fans company. The address can be found on starfansusa.com. The company will either repair or replace the fan after verifying the legitimacy of the warranty claim. This is a limited warranty. For any more information please email: info@starfans.co

There is no warranty for fans used with any non Star Fans devices (wall control, electrical dimmer switches, etc'...); purchased or installed outside the United States; fans owned by someone other than the original purchaser; fans for which proof of purchase has not been established; fans purchased from an unauthorized dealer; ordinary wear and tear; minor cosmetic blemishes; refurbished fans; and fans that are damaged due to any of the following: improper installation, misuse, abuse, improper care, failure to follow Star Fans instructions, accidental damage caused by the fan owner or related parties, modifications to the fan, improper or incorrectly performed maintenance or repair, improper voltage supply or power surge, use of improper parts or accessories, failure to provide maintenance to the fan, or acts of God (e.g. flood).

Troubleshooting

Prior to submitting a claim for a defective or failed fan, or prior to removal of your fan from its installation location, please read the below possible symptoms and solutions or contact the Star Fans company via email for trouble shooting assistance.

Failure: Fan will not start

Solution: check power, circuit fuses or breakers.

Caution! Make sure the power is turned off before performing the following steps:
Remove canopy and check wire connections, check wall control transmitter connections, double check the winter/summer switch on the motor.

Failure: The fan is noisy

Solution: Check the screws that attach the fan blade to the motor hub. Make sure outlet box is secured to building structure, if necessary use the wood screws provided to further secure outlet box to joist, Make sure hanger bracket is secure to the outlet box.

Failure: Fan Wobble

Solution: Make sure outlet box is secured to building structure, if necessary use the wood screws provided to further secure outlet box to joist, Make sure hanger bracket is secure to the outlet box.

*If the above doesn't solve the wobbling Use the balancing kit provided (instructions included with balancing kit).

Star Propeller

**Thank you for buying a
Star Propeller fan!
Your new purchase is a
beautiful and energy saving
addition to your space.**



www.starfans.co