

We are happy to assist! We're sorry to hear that you are experiencing issues with your remote.

**We can assure you that it is a very common misconception that the remote is defective upon first installation. This is usually because the remote has not yet been synced. Please follow the below instructions to re sync the remote:**

First, Please confirm when you press the buttons on the remote control that the red LED indicator light on the remote control comes on. This tells the remote control is good and at least TRYING to send a signal.

Second, please work through the troubleshooting on the "Fan Talk Remote Issues r053118.pdf" attachment. This is our general troubleshooting document specific to remote problems meant to help with the basic troubleshooting of remote controls.

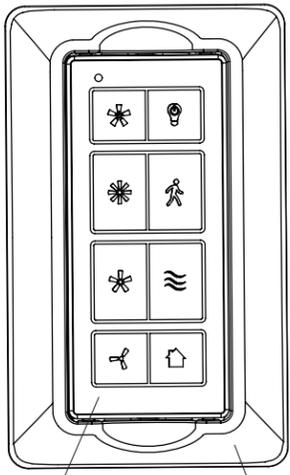
After confirming it wasn't one of those issues, please follow the steps below to reset your remote:

1. Shut off power going to the ceiling fan's junction box from the wall switch.
  - a. If no wall switch, shut off power from breaker box.
2. Shut off power going to all other ceiling fan junction boxes in the house.
3. Remove battery from the ceiling fan remote control.
  - a. Check for LEARN button inside the battery compartment.
  - b. If there, it will be a button not a switch and it will say LEARN above or under the button.
4. Wait 30 seconds.
5. Put batteries back into the remote control.
6. Press each button on the remote to confirm each button activates the red LED indicator light on the remote.
  - a. If it doesn't, change the batteries.
7. Turn on power going to the ceiling fan's junction box **ONLY FOR THE FAN YOU'RE ACTIVELY SYNCING.**
8. **IF YOU HAVE LEARN BUTTON:** Press and hold the LEARN button for at least 5 seconds.
  - a. Pay attention to the red LED indicator on the remote control.
  - b. It should start solid (or flashing rapidly) and then it should blink 3 times.
9. Release the button after 10 seconds or after the red LED indicator blinks 3 times, whichever comes first.
10. **IF YOU DON'T HAVE A LEARN BUTTON:** Press and hold the HIGH and LOW speed buttons for at least 5 seconds.
  - a. Pay attention to the red LED indicator on the remote control.
  - b. It should start solid (or flashing rapidly) and then it should blink 3 times.
11. If this doesn't work you need to try the whole process again as it could take **up to 10 tries.**

If after going through all the troubleshooting the problem still persists, it is necessary to change the batteries inside the remote. The reason for this is because there are instances where the LED indicator light on the remote will flash on but the batteries are low on charge and aren't giving the remote enough power to send an adequate signal. The signal weakens over time until it no longer works altogether.\*\*

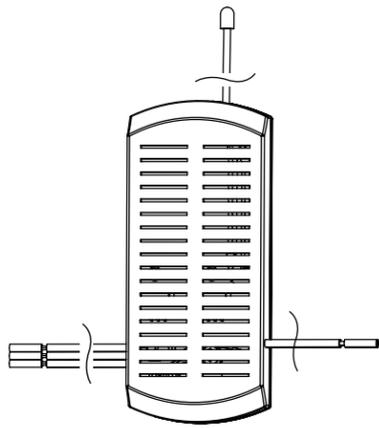
\*\*Another example of this happening is recently my TV remote became more and more difficult to operate at odd angles from the sensor on the television. Over the course of several weeks the range of distance and angles the remote would consistently operate the television had become progressively more limited even though the light on the remote was working. I changed the batteries and was able to operate the TV even when pointing the remote away from the TV because the signal was now strong enough to do this. The same thing happens with the ceiling fan remote. We include the batteries hoping they help make the process easier for our valued consumers but can't guarantee they hold 100% charge upon arrival due to a wide variety of factors outside of our control prior to them making to our consumers.

# UNIVERSAL WALL REMOTE



Remote  
Qty. 1

Wall Bracket  
Qty. 1



Receiver  
Qty. 1



Battery  
Qty. 2



Wire Connector  
Qty. 5



Mounting Screw  
Qty. 2



Owner's Manual  
Qty. 1

## SAFETY INSTRUCTIONS

Read instructions completely before installing the remote.

**⚠ WARNING:** If the color of the household supply wires is different than what is referred to in the instructions below, a professional electrician should determine proper wiring.

### CAUTION:

- Do not install in damp locations. For indoor use only.
- Do not use with fans that have integrated remote controls.
- Be sure the outlet box is properly grounded or that a green or bare (ground) wire is present.
- This unit is intended to control a ceiling fan with electrical source of AC 110/120V, 60Hz.
- To reduce the risk of fire or electric shock, do NOT use a full-range dimmer switch to control the fan speed.
- CAN ICES-005 (B)/NMB-005 (B)

• Cet appareil est conforme aux normes d'exemption de licence RSS d'Industrie Canada. Son utilisation est soumise aux deux conditions suivantes : (1) cet appareil ne doit provoquer aucune interférence; et (2) cet appareil doit accepter toute interférence, y compris les interférences pouvant entraîner un fonctionnement indésirable de l'appareil.

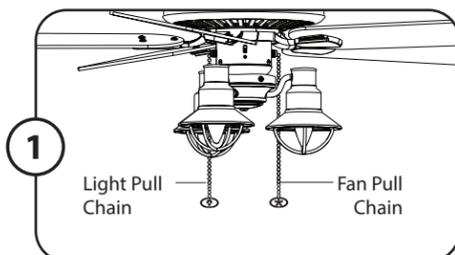
• This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help. Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

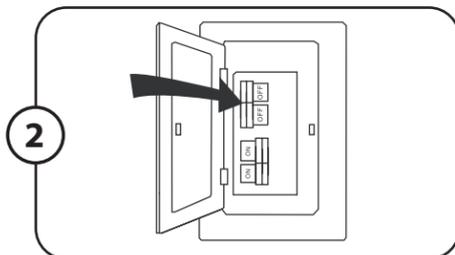
## ASSEMBLY INSTRUCTIONS

1. Use existing pull chains on the desired fan to set fan speed to HIGH and to turn the light ON.

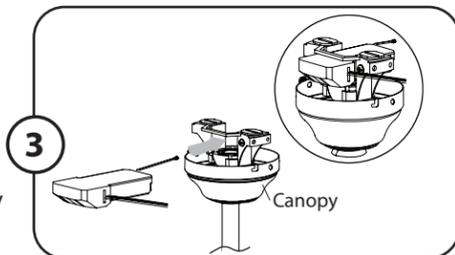


2. Turn off circuit breakers and wall switch to the fan.

**⚠ DANGER:** Failure to disconnect power supply prior to installation may result in serious injury or death.

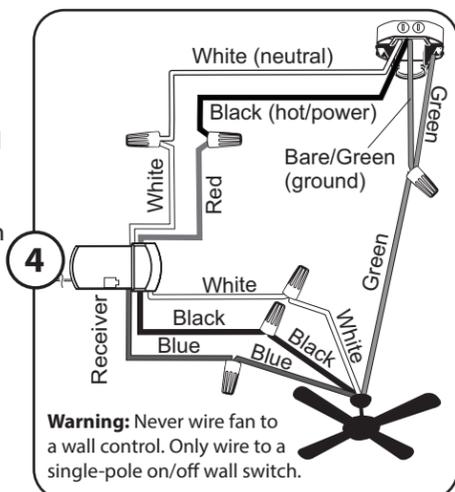


3. Lower the canopy of the previously assembled fan and insert receiver. **Note:** If installing this product with a new fan, insert the receiver in the mounting bracket before wiring the fan; wire the fan according to these instructions, then continue fan assembly as directed in the fan's instruction manual.

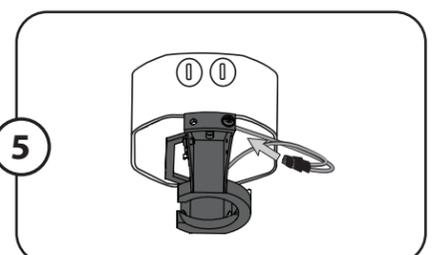


4. Disconnect existing wire connections, then secure all wire connections with wire connectors according to diagram and these steps:

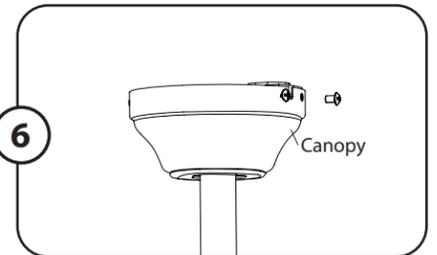
- Connect the Blue wire with white label from the receiver to the Blue fan wire.
- Connect the Black wire with white label from the receiver to the Black fan wire.
- Connect the White wire with white label from the receiver to the White fan wire.
- Connect the Red wire with red label from the receiver to the Black (hot/power) supply wire.
- Connect the White wire with red label from the receiver to the White (neutral) supply wire.



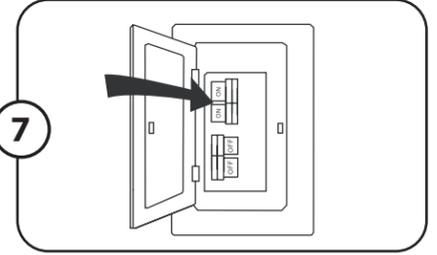
5. Wrap electrical tape (not included) around each wire connector down to the wire. Then, push wire connections into the outlet box. Place the White wire connections on the opposite side of the outlet box from the Black and Blue wire connections.



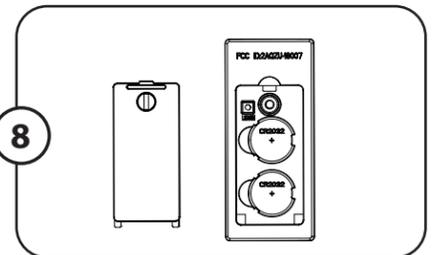
6. Reinstall the canopy.



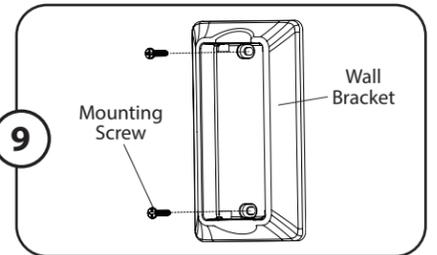
7. Turn on power supply and wall switch to the fan.



8. Remove the battery cover from the back of the remote and install the A23 12-volt battery. Replace the battery cover and press the HIGH SPEED button to ensure the LED indicator illuminates and the fan turns on.



9. If desired, the wall bracket can be attached to a wall using the mounting screws.



## OPERATING INSTRUCTIONS

1. To operate the fan using the remote, make sure fan pull chain is on high and light is turned on. Then press and release the following buttons:

**Fan Off** - Turns the power to fan off.

**Light On/Off** - Turns the light on and off. Press and hold to dim or brighten lights (for dimmable bulbs only).

**High Speed** - Turns on fan at high speed.

**Light Delay** - Light stays on for 60 seconds to allow for safe exit from room. **Note:** Tap Light Delay once to activate. Fan light blinks once to confirm Light Delay is active. Press any button to cancel.

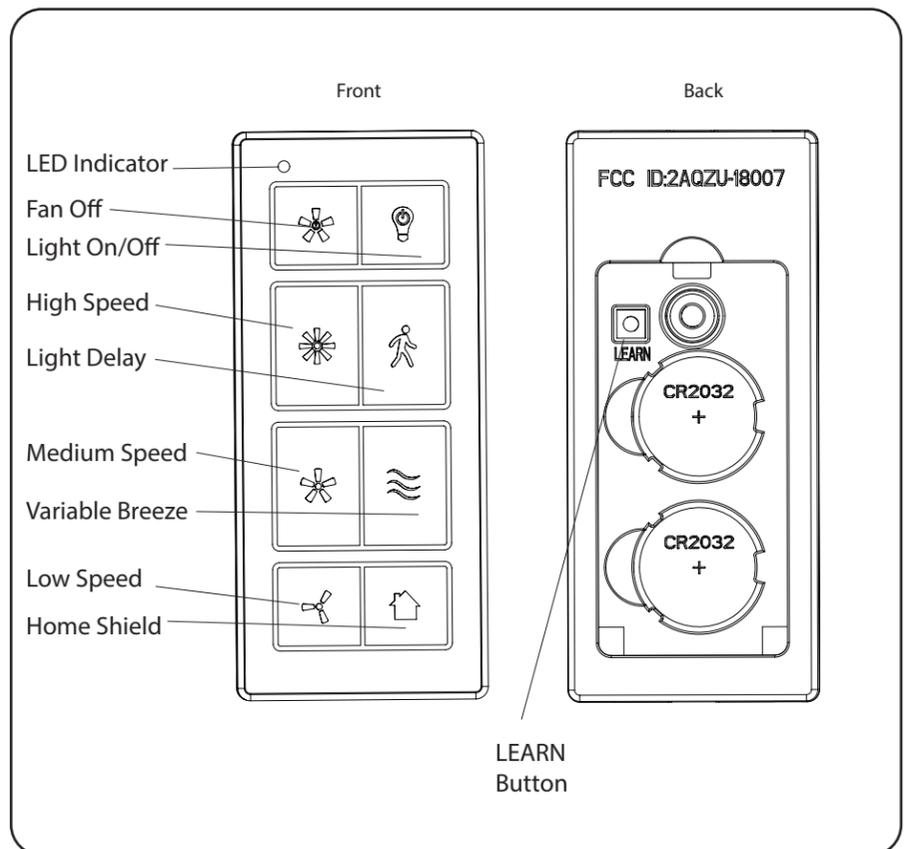
**Medium Speed** - Turns on fan at medium speed.

**Variable Breeze** - Simulates a breeze in nature. Press and hold button to activate. Press any fan speed button to cancel.

**Low Speed** - Turns on fan at low speed.

**Home Shield** - Simulates occupancy while away from home. Fan remains off and the light randomly turns on for a minimum of five times and a maximum of 20 minutes. The light remains off for 60 minutes between events. Press and hold button to activate. Light will blink twice to confirm Home Shield is active. Press any button to cancel.

**LED indicator** should illuminate when any remote button is pressed. If not, replace the DC3V, CR2032 batteries.



## TROUBLESHOOTING

If you have difficulty operating your remote, or have difficulty with installation, please contact Customer Service : 1-877-706-3267, 9 a.m.-5 p.m. Central time.

**WARNING:** Ensure the power is turned off to the fan/remote before performing any maintenance.

**LED indicator on the remote illuminates, but the remote won't control the fan. The remote may need to be re-synced.**

The remote is synced to the receiver at the factory. Occasionally, power surges can cause the remote to become un-synced. Whenever necessary, follow the syncing instructions below.

**SYNCING INSTRUCTIONS:** Switch the power to the fan off and back on again. Within 30 seconds, press and hold the HIGH SPEED and LOW SPEED buttons (or the "LEARN" button, located in the battery compartment) for 5 seconds. Fan will turn on at low speed and light off. This confirms the syncing process is successful.

**The LED indicator on the remote does not illuminate.**

The battery most likely needs to be replaced or it is not oriented correctly in the battery compartment. If battery is depleted rapidly, ensure one of buttons is not stuck in the down position.

**The LED indicator stays on.**

Ensure one of buttons is not stuck in the down position.

**Remote controls more than one fan.**

Turn off the power to the fans you don't want synced. Follow the syncing instructions listed above. Then, turn on the power to the other fans.

**Dimming feature does not function.**

Ensure the bulbs are incandescent or other dimmable bulbs.

**Fan will not run at high speed.** If your fan has manual pull chains to operate the fan speed, be sure the pull chain is manually set to HIGH SPEED. If your pull chain is set to LOW or MEDIUM SPEED, the remote will not override the manual pull chain setting.

**Light will not turn on.** If your fan has manual pull chains, be sure the light pull chain is set to ON. The remote will not override the manual pull chain setting.

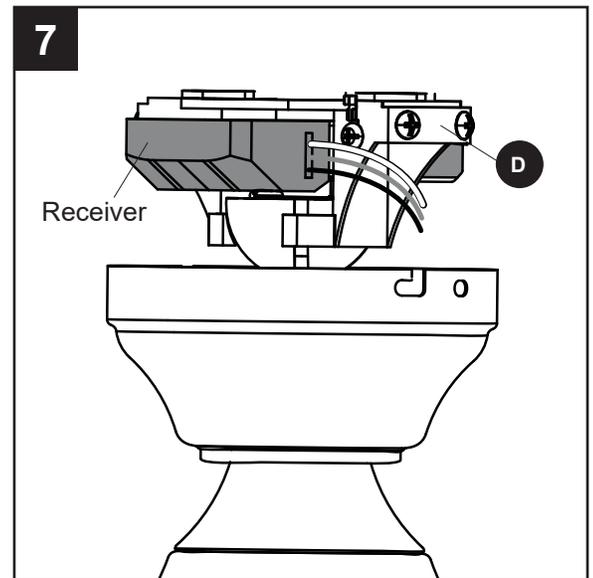
## 1-YEAR LIMITED WARRANTY

The manufacturer warrants all of its lighting fixtures against defects in materials and workmanship for one (1) year from the date of purchase. If within this period the product is found to be defective, take a copy of the bill of sale as a proof of purchase and the product in its original carton to the place of purchase. The manufacturer will, at its option, repair, replace or refund the purchase price to the consumer. All costs of installation and removal of the fixture is the responsibility of the consumer. This warranty does not cover fixtures becoming defective due to misuse, accidental damage or improper handling and/or installation and specifically excludes liability for direct, incidental or consequential damages. As some states do not allow exclusions of limitations on an implied warranty, the above exclusion and limitation may not apply. This warranty gives you specific rights and you may also have other rights which may vary from state to state.

## STANDARD OR ANGLE MOUNTING INSTRUCTIONS

7. Insert the receiver from remote pack (N) into the mounting bracket (D) with the flat side facing the ceiling.

Proceed to **Secondary Hanging System** on page 13.





**BEFORE INSTRUCTING CONSUMER TO PERFORM ANY MAINTENANCE TASK, ENSURE POWER IS TURNED OFF AT BREAKER OR FUSE BOX.**

## REMOTE CONTROLS

### LED INDICATOR ILLUMINATES, BUT REMOTE DOESN'T WORK

- **Does the fan have pull chains?** If so, ensure the fan pull chain is set to high and the light pull chain is on. If the remote is already installed, the consumer may need to cycle through the pull chain settings to find high speed.
- **Is there any reaction from the fan when pushing buttons on the remote?** If not, re-sync the remote to the receiver according to the syncing instructions in the troubleshooting section of the owner's manual.
- **Did the remote work initially, but then stopped working?** If so, a power surge most likely caused the remote code to be cleared. Follow the syncing instructions in the troubleshooting section of the Owner's Manual.

### NEITHER THE REMOTE NOR THE LED INDICATOR WORK

- **Is the battery good?** If not, replace with a new battery. There's always a slight chance that even a new battery is defective or drained for some reason. It's always a good idea to try a new battery.
- **Is the battery installed correctly in the remote?** If not, ensure polarity of battery matches the polarity indicated in the battery compartment -- positive (+) to positive (+) and negative (-) to negative (-).
- **Does the battery have a protective film covering it?** If so, remove the film so that the ends of the battery make direct contact with the spring and metal contact in the battery compartment.
- **Did the remote work initially, but then stopped working?** If so, a button could have been stuck down which would drain the battery. Replace the battery with a new battery.

### LIGHT DIMMER ON REMOTE DOESN'T WORK

- **Are there CFLs installed?** If so, the dimming feature will not be operable. The setting in the battery compartment should be set to "O" for CFLs. There are dimmable CFLs, in that case the setting should be set to "D" or "I" (p. 13-1).
- **Are there incandescent bulbs installed?** If so, ensure the setting in the battery compartment is set to "D" (dimming) or "I" (incandescent) (p. 13-1).
- **Are there LED bulbs installed?** If so, try swapping out the LED bulbs for incandescents. Some low-quality LED bulbs can produce inconsistent results when dimming.

### REMOTE CONTROLS TWO FANS INSTEAD OF ONE

- **Are both fans controlled by one wall switch?** If so, disconnect the black fan wire from the live/hot supply wire from one of the fans. Then, follow the syncing instructions for the remote connected to the fan still connected to the power source. Once that fan is synced, re-connect the live wire to the first fan and then restore the power to the fans.
- **Are fans controlled by separate wall switches?** If so, ensure the power (wall switch) is turned off to one of the fans. Follow the syncing instructions to the remote that will control the fan still connected to the power source. Once the syncing process is complete, restore power to the first fan.