



**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.