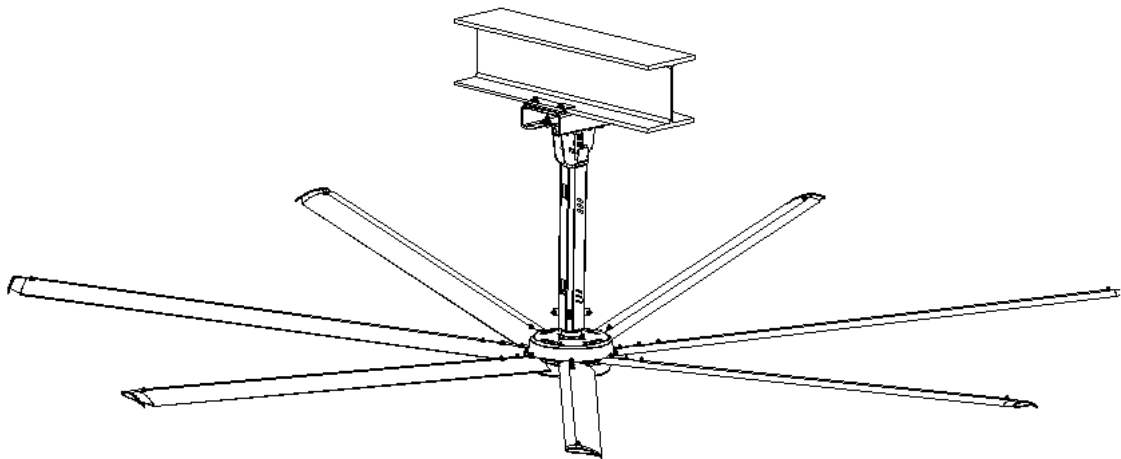


# UFO3

## HVLS FAN

4.2 m/3.6 m/3.0 m/2.5 m  
(14 ft/12 ft/10 ft/8 ft)

### Original Instructions



BCEE1BA100A-01S

BCEE1BA120A-01S

BCEE1BA144A-01S

BCEE1BA168A-01S

BCNE1BA120A-01S

BCNE1BA144A-01S

BCNE1BA100A-01S

BCNE1BA168A-01S

## CAUTION & SAFETY

**WARNING – TO REDUCE THE RISK OF ELECTRIC SHOCK OR INJURY TO PERSONS, OBSERVE THE FOLLOWING :**

1. Installation work and electrical wiring must be done by qualified person(s) in accordance with all applicable codes and standards.
2. Do not damage existing wiring and other hidden utilities/devices when cutting or drilling into a wall or ceiling.
3. Use this unit only in the manner intended by the manufacturer. If you have questions, contact the manufacturer.
4. Mounting of the suspension system and replacement of parts of the safety suspension system shall be performed by the manufacturer, its service agent, or suitably qualified persons.
5. Do not operate any fan with a damaged cord or plug. Please contact manufacturer and qualified technician for examination and/or repair.
6. Before servicing or cleaning unit, turn off all the power switches to prevent power from being switched on accidentally. When the circuit breaker cannot be locked, securely fasten a prominent warning device, such as a tag, to the service panel.
7. SUNON provides installation guide for mounting fans; however, it is the sole responsibility of the building owner and installer to ensure the safety of the mounting system, that the building structure is sound and that the installation complies with all federal, state, and local codes.
8. While turning on power to the fan, please use it with caution. DO NOT connect the fan to a damaged/dangerous power source. DO NOT attempt to resolve electrical problems by yourself. Please SEND the fan back to authorized service center for examination and/or repair. If there is any question with installation, please contact customer service.
9. When service or replacement of a fan component requires the removal or disconnection of a safety device, the safety device is to be reinstalled or remounted as previously installed.
10. Do not bend the airfoils when installing, servicing, or cleaning the fan. Do not insert foreign objects between rotating airfoils.

11. This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
12. SUNON Fans product warranty will not cover equipment damage or failure that is caused by improper installation or use.
13. If unusual oscillating movement is observed, immediately stop using the ceiling fan and contact the manufacturer, its service agent, or suitably qualified persons.
14. UFO ceiling fan controller is equipped with a memory function. After disconnecting power, it still remembers the previous operation mode. Once turning on power to the fan, it also keeps previous operation mode.
15. Please use this unit only the manners specified by the company. Please contact customer service if you have questions.

**Thank you for purchasing our products!**

Please read this manual carefully before use, use the product accordingly and keep the manual in safe place.

In order to protect your rights and interests, please make sure that the dealer records the purchase date, dealer's name, etc. on the guarantee.

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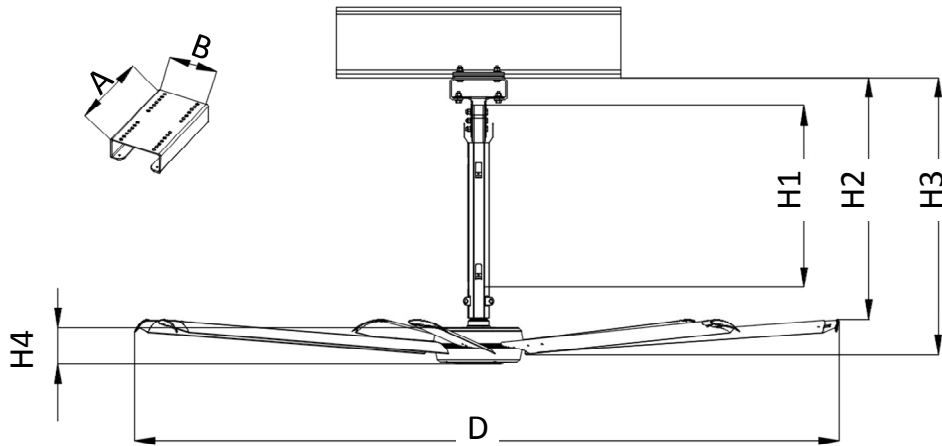
## Table of Contents

1. Introduction
2. Product Specifications
3. Installation Precautions
4. The Placement & Clearance between fan and obstructions
5. Inside the Box
6. Tools Required for Installation
7. Pre-Installation Checklist
8. Installation Method
9. Wiring Diagram
10. Remote Control Operation Instruction
11. Troubleshooting
12. Maintenance
13. Warranty

# Introduction

Thanks for choosing our products, UFO HVLS Fan is an efficient, economical and stylish choice. It's energy-saving, eco-friendly design brings excellent airflow to space. We assure you this appliance will make your space cozier and occupant comfort in the near future.

## Fan Outline



Model	D	A	B	H1	H2	H3	H4
BCEE1BA100A-01S BCNE1BA100A-01S	2.5 m(8 ft)	350 mm /1.1 ft	200 mm /0.65 ft	643 mm /2.1 ft	840 mm /2.8 ft	1000 mm /3.3 ft	133 mm /0.4 ft
BCEE1BA120A-01S BCNE1BA120A-01S	3.0 m(10 ft)						
BCEE1BA144A-01S BCNE1BA144A-01S	3.6 m(12 ft)						
BCEE1BA168A-01S BCNE1BA168A-01S	4.2 m(14 ft)						

## Product Specifications

UFO3 HVLS Fan 2.5 m (8 ft)

Model : BCEE1BA100A-01S/ BCNE1BA100A-01S

Input Voltage (VAC)	Input Frequency (Hz)	Rated Power (W)	Rated Current (A)	Maximum RPM (RPM)		Noise(dB(A))	
200-240	50/60	335	2.04	150		<40	
Button		1	2	3	4	5	6
Speed(RPM)		75	90	105	120	135	150
Power Consumption (W)		46	77	114	166	245	335

UFO3 HVLS Fan 3 m (10 ft)

Model : BCEE1BA120A-01S/ BCNE1BA120A-01S

Input Voltage (VAC)	Input Frequency (Hz)	Rated Power (W)	Rated Current (A)	Maximum RPM (RPM)		Noise(dB(A))	
200-240	50/60	232	1.44	100		<40	
Button		1	2	3	4	5	6
Speed(RPM)		50	60	70	80	90	100
Power Consumption (W)		34	53	83	115	164	232

UFO3 HVLS Fan 3.6 m (12 ft)

Model : BCEE1BA144A-01S/ BCNE1BA144A-01S

Input Voltage (VAC)	Input Frequency (Hz)	Rated Power (W)	Rated Current (A)	Maximum RPM (RPM)		Noise(dB(A))	
200-240	50/60	176	1.12	70		<40	
Button		1	2	3	4	5	6
Speed(RPM)		35	42	49	56	63	70
Power Consumption (W)		26.5	40.4	59	87	120	176

# SUNON<sub>®</sub>

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UFO3 HVLS Fan 4.2 m (14 ft)

Model : BCEE1BA168A-01S/ BCNE1BA168A-01S

Input Voltage (VAC)	Input Frequency(Hz)	Rated Power (W)	Rated Current (A)	Maximum RPM (RPM)		Noise(dB(A))	
200-240	50/60	171	1.1	56		<40	
Button		1	2	3	4	5	6
Speed(RPM)		30	35	40	45	50	56
Power Consumption (W)		27	43	64	90	120	171

\* Forward : The ceiling fan should rotate counterclockwise (Looking up from the ground).

\* Reverse : The ceiling fan should rotate clockwise (Looking up from the ground).

## Installation Precautions

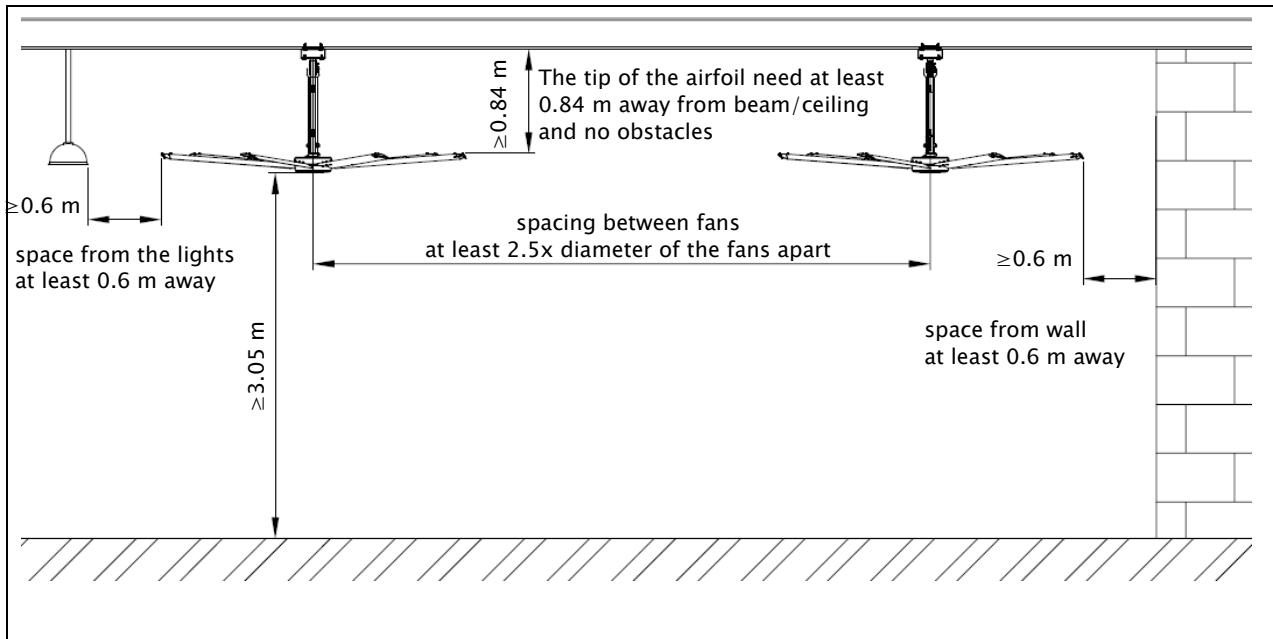
1. This HVLS fan need a proper device which can support its weight such as aerial work platform and at least two installation persons.
2. Please switch off all the power supply before installation to avoid the risk of electric shock or lightning shock.
3. All wiring construction must comply with the national electrical codes, standards and the local electrical law, then must be installed by professional technicians or personnel.
4. An earth leakage circuit breaker (<30 mA) should be installed between the appliance and the power switch.
5. The power switch must be fitted with a fuse ( $\geq 20$  A).
6. Do not damage electrical wiring and other hidden utilities/devices when installation.
7. To avoid fire or other hazards, make sure that the wires are completely inside, no any wire exposed outside the fan appearance or other parts.
8. Do not bend the airfoils when installing the fan.
9. The HVLS fan model covered by the installation instructions must comply with this installation manual and all national/local electrical codes to avoid personal injury or property damage.
10. Please ensure that this application is equipped with AC single phase 200–240 V before installation.
11. All fan parts must be  $\geq 0.6$  m(2 ft) from all obstructions. The fan installation area must be free of obstructions such as lights, cables, sprinklers, or other building structure components.
12. The distance should be at least 0.84m (2.8 ft) from the top of the winglet to the ceiling and no obstructions in this area.
13. The fan must be installed so that it is at least 3.05 m(10 ft) above the finished floor.
14. Multiple fans must be spaced at a center-to-center distance that is no less than 2.5x the fan diameter.
15. The fan should not be located near to air supply outlets or exhausting inlets of other HVAC equipment. Air supply outlets/inlets can be configured to deliver air away from the fan and outside the swept area of the fan.
16. If the fan is mounted at the same level or higher than an HVAC diffuser, the winglets must be at a distance that is at least 1.5x the measure of the fan's



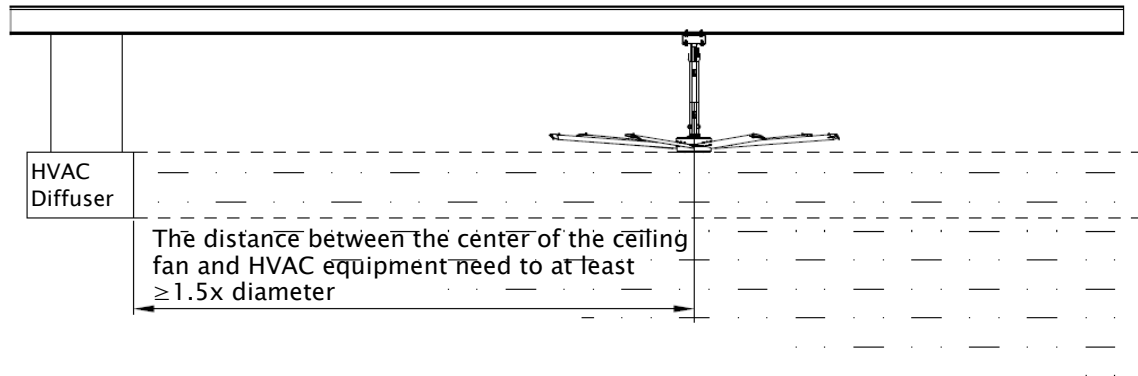
diameter. If the fan is mounted below an HVAC diffuser, the winglets must be at a distance that is at least 2x the measure of the fan's diameter.

17. Please see the manufacturer's requirements for the minimum clearance to combustibles.
18. The fan inlet or other return air point that produces negative pressure should be bigger than 1 times the diameter of the ceiling fan. This system will reduce the airflow of the HVLS fan.
19. Proper systems orientation will provide an enhancement to the Indoor Air Quality and occupant comfort. Please refer to the illustration below.

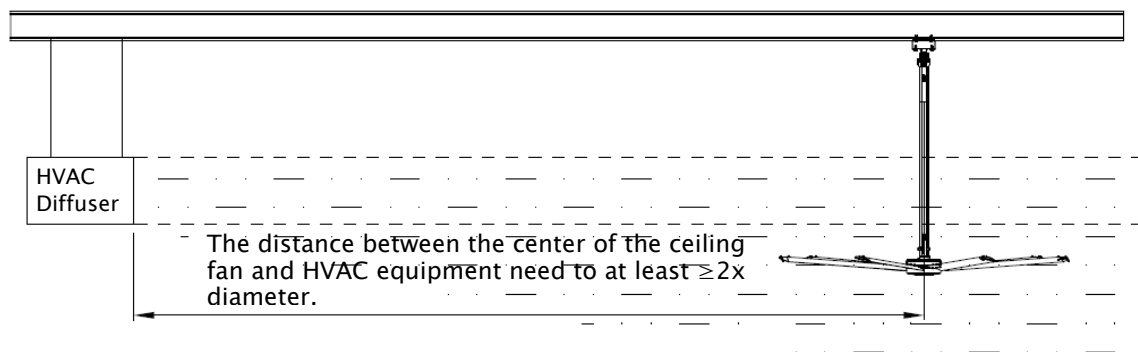
# The Placement & Clearance between fan and obstructions



## The Placement & Clearance between fan and HVAC diffuser



The HVLS fan position need to above the HVAC outlet

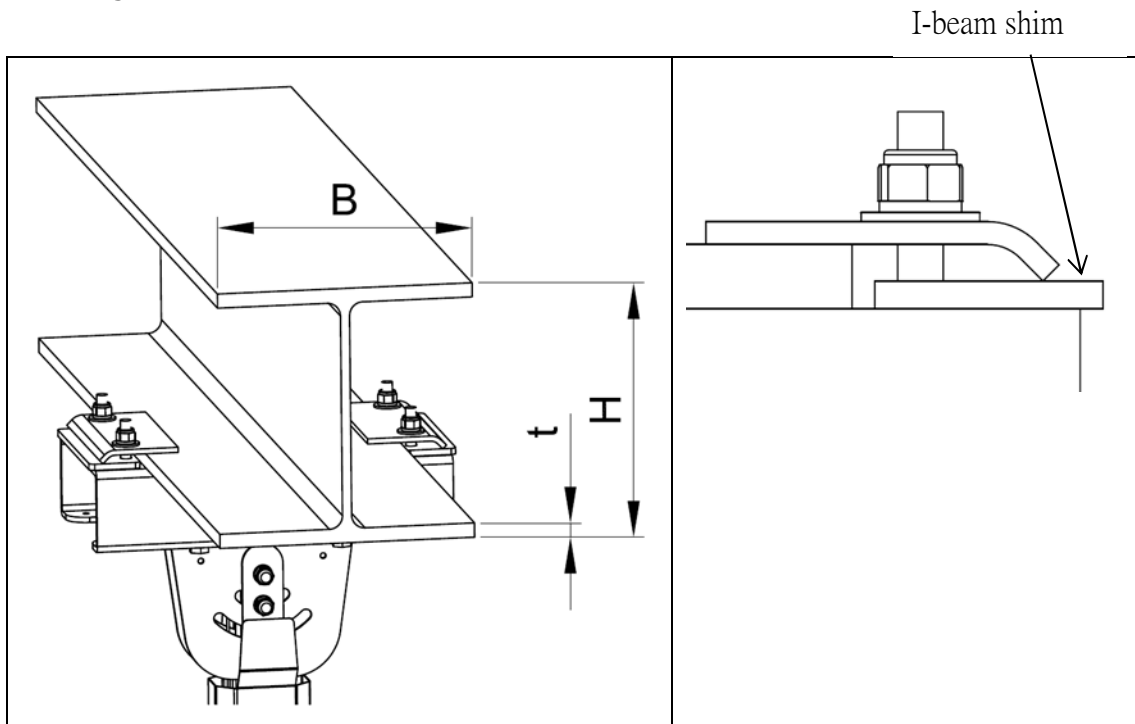


The HVLS fan position need to below the HVAC outlet

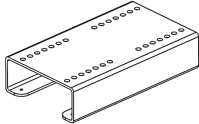
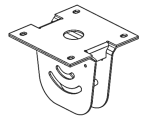




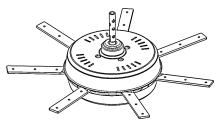
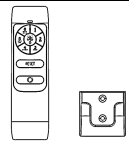

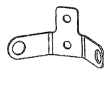






























# Installation Conditions

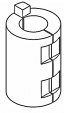
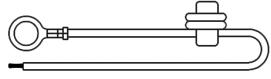
## I-beam

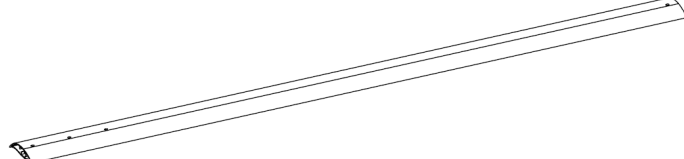
The yoke to I-beam for this HVLS fan is attached in our product. The yoke only can be used within the width of 100–300 mm (B) and thickness of 20 mm I-beam. Within the thickness of 14 mm (t), the yoke only need to use 1 yoke washer. The thickness of 14–20 mm (t), the yoke need 2 washers. We do NOT suggest to install the HVLS Fan on the fabricated I-beam, please consult with structural engineer to make sure your building is approved for fan installation.



## Inside the box

Main Box		Hardware and Bolt Kits																											
																													
Yoke*1	Fixed angle mound bracket*1	Fixed angle mount bracket shim*2	I beam shim *4	I beam clamp *2	Winglet*7																								
																													
Motor*1	Remote Control*1	Extension Tube clamp *2	Guy wire bracket *2	Turn buckle *4	Beam Clamp Set*4																								
		<table border="0"> <tr> <td>① Yoke M10 50L 4 Bolt Kit</td> <td>② Fixed angle mount bracket M10 35L 4 Bolt Kit</td> <td>③ Extension tube M10 70L 3 Bolt Kit</td> <td>④ Extension tube clamp M8 15L 6 Bolt Kit</td> </tr> <tr> <td>4 4 4 8</td> <td>4 4 4 8</td> <td>3 3 3</td> <td>6 6 6</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>⑤ Motor tube M8 55L 3 Bolt Kit</td> <td>⑥ Extension tube shield M6 16L 4 Bolt Kit</td> <td>⑦ Winglets M6 35L 7 Bolt Kit</td> <td>⑧ Airfoil M6 35L 21 Bolt Kit</td> </tr> <tr> <td>3 3 3 6</td> <td>4</td> <td>7 7 7 14</td> <td>21 21 21 42</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </table>				① Yoke M10 50L 4 Bolt Kit	② Fixed angle mount bracket M10 35L 4 Bolt Kit	③ Extension tube M10 70L 3 Bolt Kit	④ Extension tube clamp M8 15L 6 Bolt Kit	4 4 4 8	4 4 4 8	3 3 3	6 6 6					⑤ Motor tube M8 55L 3 Bolt Kit	⑥ Extension tube shield M6 16L 4 Bolt Kit	⑦ Winglets M6 35L 7 Bolt Kit	⑧ Airfoil M6 35L 21 Bolt Kit	3 3 3 6	4	7 7 7 14	21 21 21 42				
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3 3 3 6	4	7 7 7 14	21 21 21 42																										
																													
Extension Tube*1	Extension Tube Shield*2																												
																													
Safety Cable*1	Wire Rope Clamp*20																												

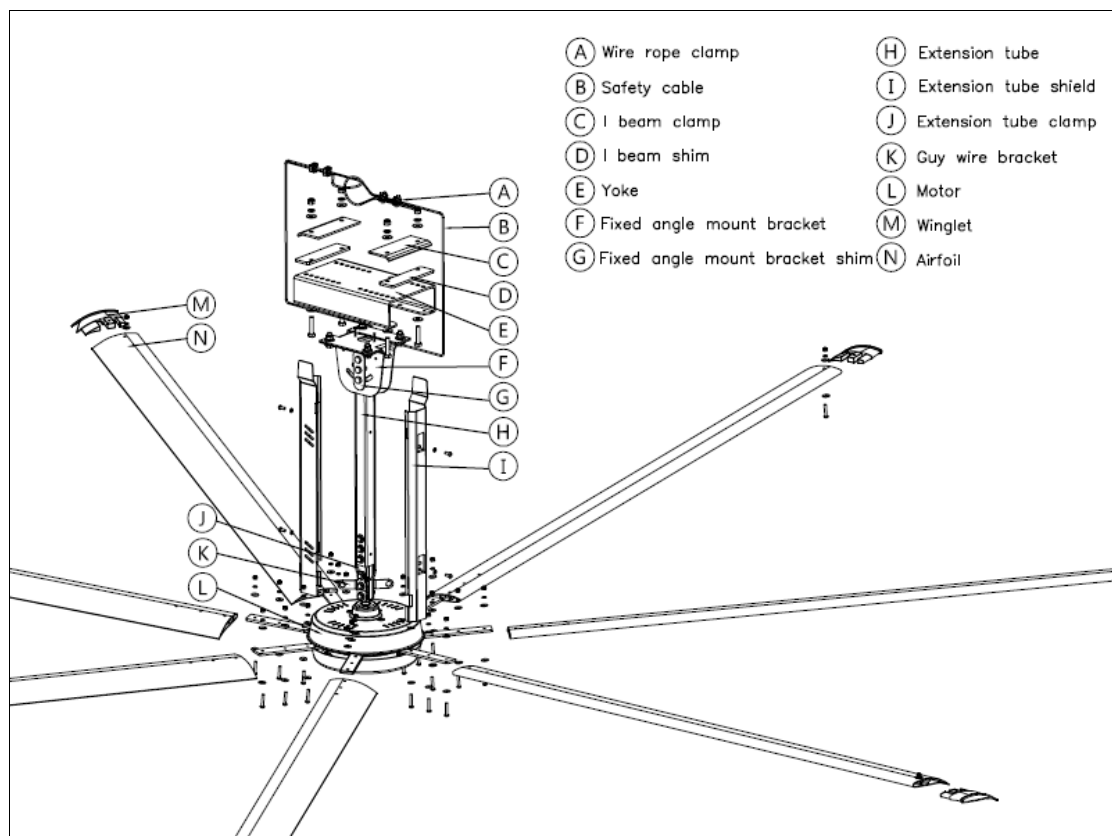
	
Ferrite Bead Clamp*1	Earth Wire*1

Airfoil Box / Anodized Aluminum Airfoils /	
	Airfoils*7

# Tools Required for Installation

Mechanical Installation	Electrical Installation
Standard wrench/socket set	Phillips screwdriver
Standard Allen wrench set	Flat head screwdriver
Hydraulic cutter	Multimeter
Galvanized wire Ø4 mm (Trim the wire length according to the situation)	Pair if #10 to #14 AWG strippers
Torque wrench 50~300 kgf.cm (For inspection purpose)	
Electronic level	

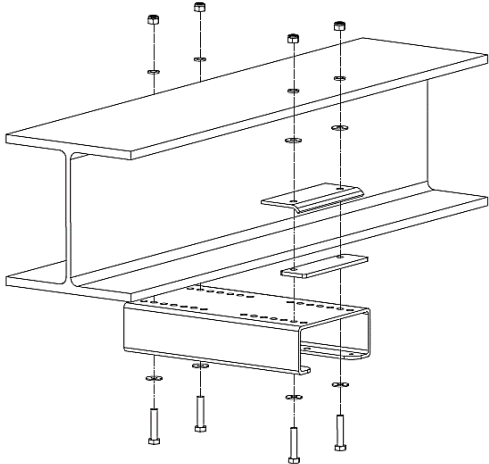

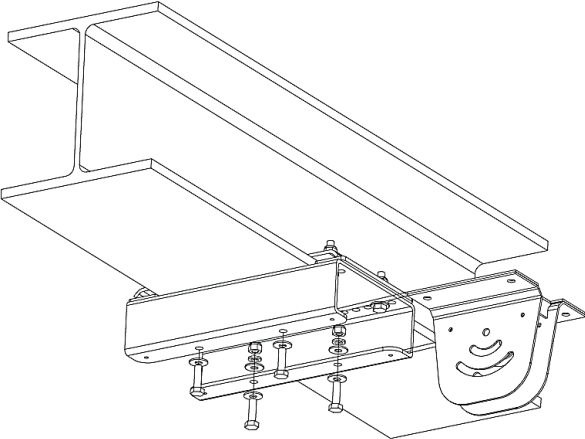

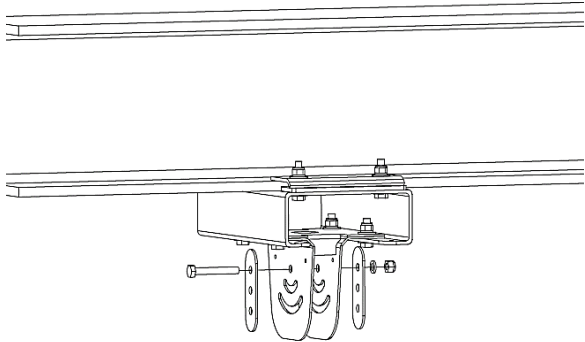

## Fan Diagram



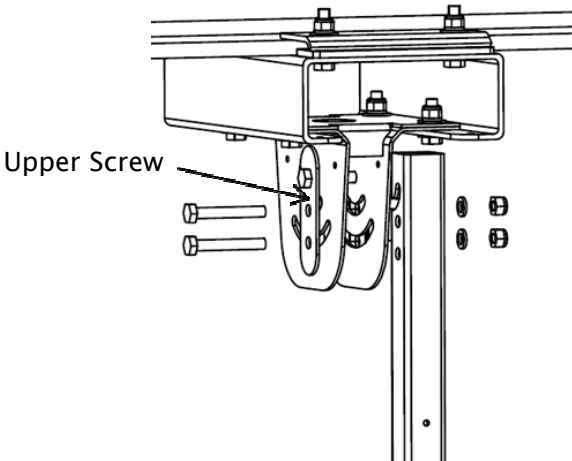

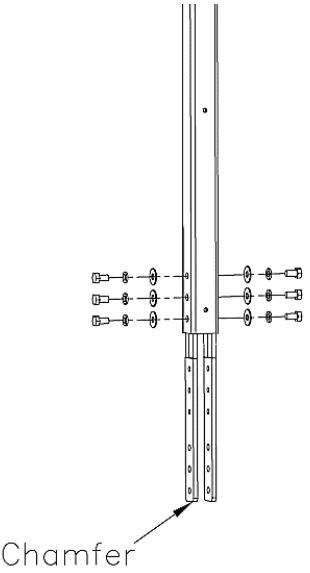

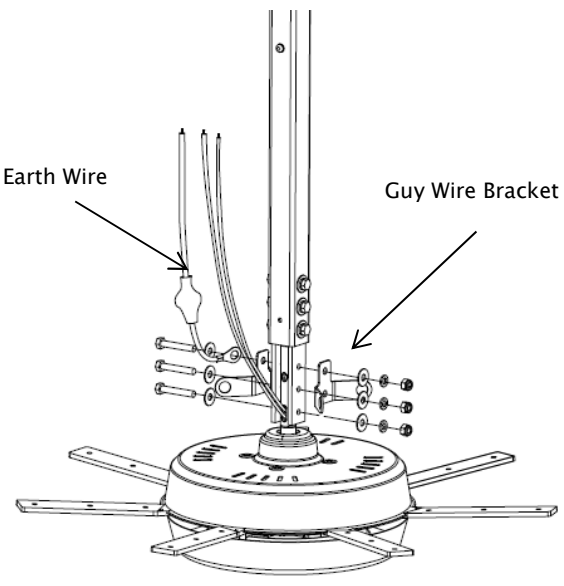

## Pre-Installation Checklist

	<p>Equipped with appropriate mounting kit for roof pitch.</p> <p><b>The fan can only be mounted to the I-beam. DO NOT mount the fan directly to a single stringer, truss shelf or light steel shelf. For installation methods not included in this manual, please consult a structural engineer.</b></p>
	<p>The mounting structure approved by structural engineers.</p> <p>The mounting system must be able to withstand the torque generated by the fan.</p>
	<p>Having been familiar with the functions of the safety cable. °</p>
	<p>For the fan installation, the fan blades should be at least 10 feet (3.05 meters) above the ground. (Please refer to “The Placement &amp; Clearance between fan and obstructions ” Page 9)</p>
	<p>For the fan installation, the distance between the blades and other objects/building structure should be at least 2 feet (0.6 meters). (Please refer to “The Placement &amp; Clearance between fan and obstructions ” Page 9)</p>
	<p>The distance between the fan and other objects means the distance between the blade tips and the objects. The center-to-center distance between two fans should be at least 2.5 times the diameter of the fans. (Please refer to “The Placement &amp; Clearance between fan and obstructions ” Page 9)</p>
	<p>When installing the fan, make sure the fan is not affected by high winds from HVAC systems or large garage doors. Please refer to “The Placement &amp; Clearance between fan and obstructions ” Page 9)</p>
	<p>The yoke kit size should match the I-beam. (Please refer to “I-Beam” Page 11)</p>
	<p>The power supply unit complies with the specification of the frequency converter, and the wires pass through the fan installation position.</p> <p><b>For power requirements, please refer to voltage sticker on the fan</b></p>
	<p>The airfoil should not be mix up with other airfoil boxes.</p>

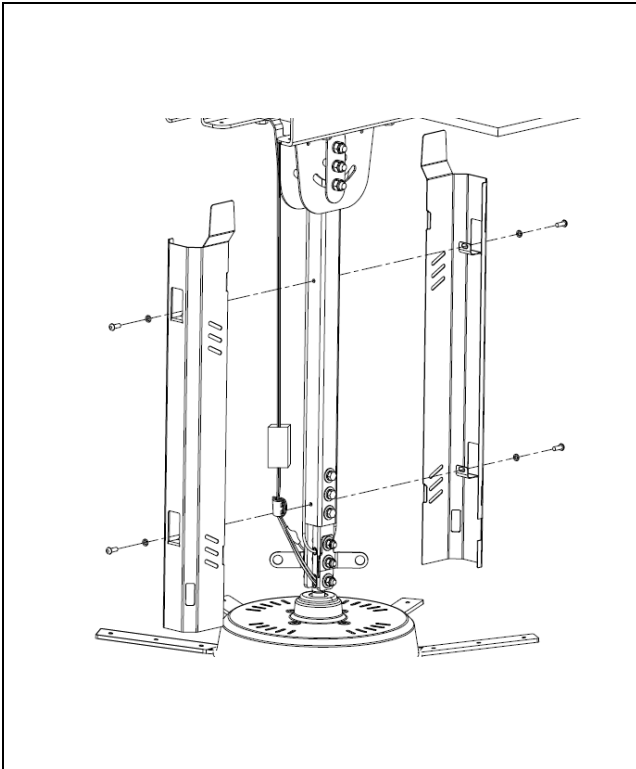
# Installation Method

	<p>1. Secure the yoke to the I-beam with 4 sets of yoke M10x50L 4 bolt kit.</p> <p>(Recommended Tightening Torque : 24 N.m(240 Kgf.cm))</p> <div data-bbox="882 533 1217 775" style="border: 1px solid black; padding: 5px;"> <p>① Yoke M10 50L 4 Bolt Kit</p> <p>4 4 4 8</p>  </div>
	<p>2. Attach the fixed angle mount bracket to the yoke horizontally, and tighten with 4 sets of Fixed angle mount bracket M10x35L 4 bolt kit.</p> <p>(Recommended Tightening Torque : 24 N.m(240 Kgf.cm))</p> <div data-bbox="882 1137 1257 1312" style="border: 1px solid black; padding: 5px;"> <p>② Fixed angle mount bracket M10 35L 4 Bolt Kit</p> <p>4 4 4 8</p>  </div>
	<p>3. Attach the Fixed angle mount bracket shims to the Fixed angle mount bracket, and fixed them by Extension tube M10x70L 3 bolt kit on the top position as picture shows.</p> <p>(Recommended Tightening Torque: 24 N.m(240 Kgf.cm))</p> <div data-bbox="943 1715 1267 1933" style="border: 1px solid black; padding: 5px;"> <p>③ Extension tube M10 70L 3 Bolt Kit</p> <p>3 3 3</p>  </div>



 <p>Upper Screw</p>	<p>4. Insert the extension tube into the upper screw on fixed angle mount bracket, and tighten with the 2 sets of Extension tube M10x 70L 3 bolt kit.</p> <p>(Recommended Tightening Torque : 24 N.m(240 Kgf.cm))</p> <div data-bbox="981 537 1236 705" style="border: 1px solid black; padding: 5px;"> <p>③ Extension tube M10 70L 3 Bolt Kit</p> <p>3 3 3</p>  </div>
 <p>Chamfer</p>	<p>5. Insert the extension tube clamp into the extension tube, make sure the chamfer as picture shows is downward, and tighten with 6 sets of extension tube clamp M8x 15L 6 bolt kit.</p> <p>(Recommended Tightening Torque: 12 N.m(120 kgf.cm))</p> <div data-bbox="941 1176 1268 1344" style="border: 1px solid black; padding: 5px;"> <p>④ Extension tube clamp M8 15L 6 Bolt Kit</p> <p>6 6 6</p>  </div>
 <p>Earth Wire</p> <p>Guy Wire Bracket</p>	<p>6. Insert the motor tube in the extension tube clamp, then take out the earth wire and guy wire bracket as picture shows to tighten with motor tube with 3 sets of M8x 55L 3 bolt kit.</p> <p>(Recommended Tightening Torque : 12 N.m(120 Kgf.cm))</p> <div data-bbox="973 1803 1236 1971" style="border: 1px solid black; padding: 5px;"> <p>⑤ Motor tube M8 55L 3 Bolt Kit</p> <p>3 3 3 6</p>  </div>

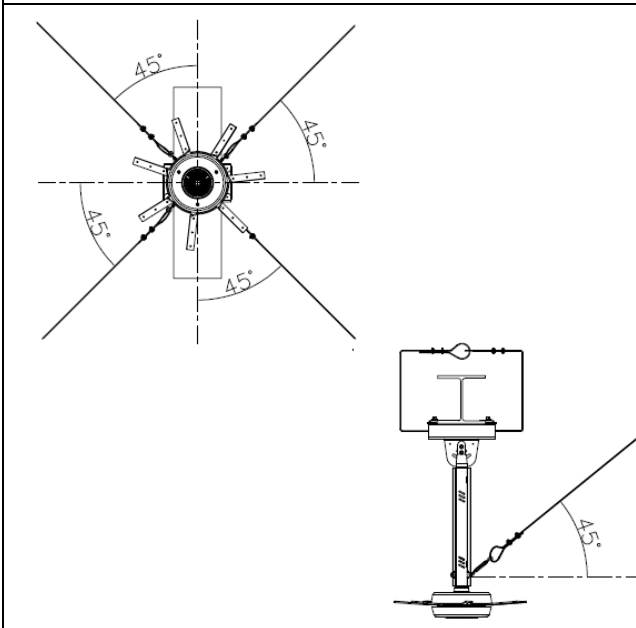
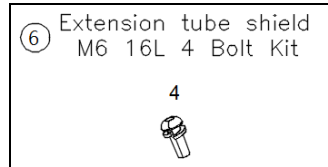
	<p>7-1 Route safety cable and wrap it around the I-beam, securely lock the wire rope clamp.</p> <p>7-2 The end of the safety cable must be tighten as picture shows, make sure the U-shaped inside the wire rope clamp is tighten to the short side.</p> <ol style="list-style-type: none"> <li>Wire Rope Clamp*4</li> <li>Safety Cable*1</li> </ol>
	<p>8-1 Through Earth, Live and neutral wires into ferrite bead clamp, and wrap a circle.</p> <p>8-2 Connecting the Earth, Live and neutral wires with motor and mains power.</p> <p>(Please refer to “Wiring Diagram” Page 15)</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>L : Live wire N : Neutral wire E : Earth wire</p> </div>



9. Secure the extension tube shield with extension tube shield M6x16L 4 bolt kit after fasten the all the safety cables and wires. Be careful and do not damage the wiring.

Notes : Fasten one side first with 4 sets of extension tube shield bolt kit while installing on extension tube.

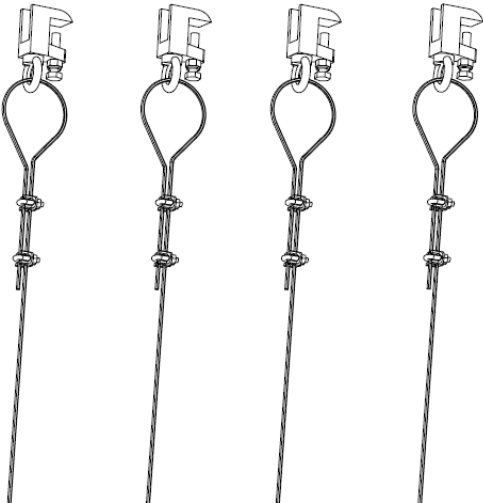






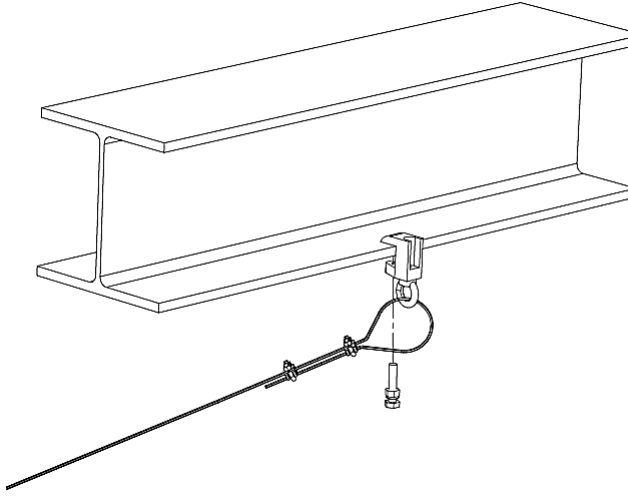
(Recommended Tightening Torque : 5 N.m(50 Kgf.cm))

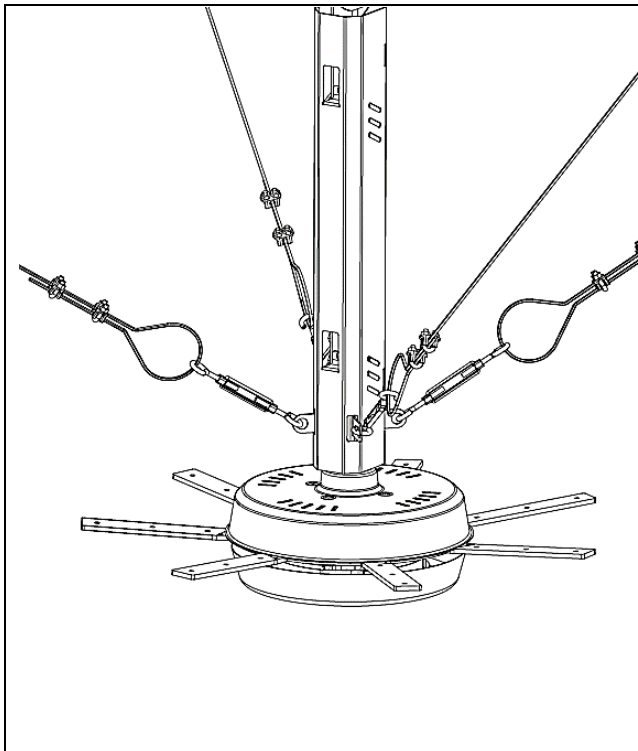


10-1 Prepare 4 guy wires with  $\varnothing 4\text{mm}$  when installation. (The technician needs to prepare guy wire ,and tailor it according to the situation)

10-2 Looking up from the bottom of ceiling fan, the angle between each cable and I-beam is recommended to be 45-degrees.

10-3 The angle of the cables should be 45 degrees angle from horizontal surface.

	<p>11-1 To speed up the process, you can proceed 4 sets of the beam clamp as picture shows on the ground, secure the beam clamp tightly.</p> <p>11-2 Tailor the guy wire according to the situation.</p> <p>Guy Wire Bracket : (Recommended Tightening Torque : 5 N.m(50 Kgf.cm))</p> <table border="1" data-bbox="879 651 1265 936"> <thead> <tr> <th colspan="2">Beam Clamp Set, Guy Wire Bracket</th> </tr> <tr> <th>4</th> <th>8</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Beam Clamp Set, Guy Wire Bracket		4	8		
Beam Clamp Set, Guy Wire Bracket							
4	8						
							
	<p>12-1 Attach the beam clamps to the I-beam and securely fasten to the proper position based on step 11.</p> <p>12-2 Pass the safety cable through the ring and secure with guy wire bracket.</p> <p>Beam Clamp Set : (Recommended Tightening Torque : 12 N.m(120 Kgf.cm))</p>						

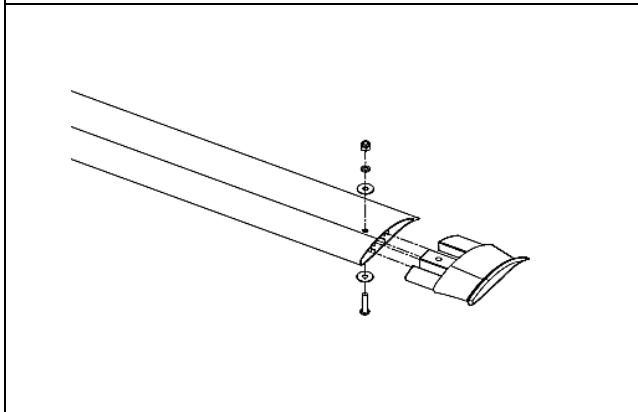


13. Securely tighten the two sides of turnbuckle with guy wire bracket and the beam clamp set, refer to the fasten instruction as picture shows. Adjust the turnbuckle to make sure the ceiling fan reach the balance. Repeat this step to complete 4 sets of wire rope bolt kit to secure the turnbuckle.

a. Guy Wire Bracket\*8

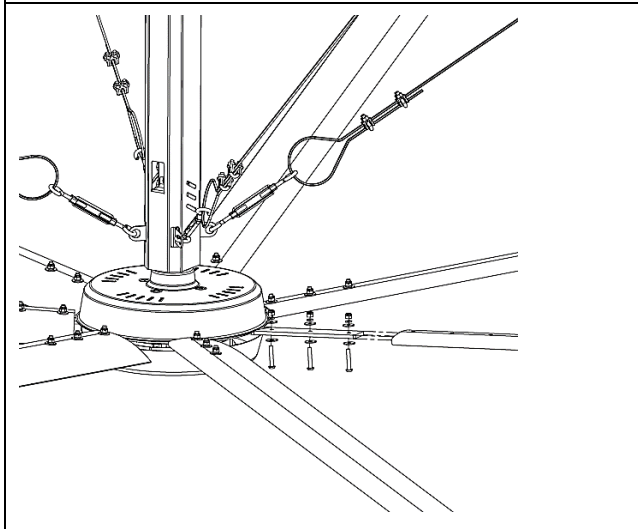
b. Turnbuckle\*4

(Recommended Tightening Torque : 5 N.m(50 Kgf.cm))



14. Insert the winglet into the airfoil and tighten with 7 sets of winglets M6x35L 7 bolt kit as picture shows.

(Recommended Tightening Torque : 5 N.m(50 Kgf.cm))



15. Insert the airfoil into the airfoil holder and tighten with 21 sets of airfoil M6x35L 21 bolt kit as picture shows.

(Recommended Tightening Torque : 5 N.m(50 Kgf.cm))

## Wiring Diagram

### Warning

! To avoid the risk of electric shock, please make sure that the wiring is in good electrical condition and all electricity supply should be disconnected. Above wiring should be implemented by a qualified electrician.

! To avoid the risk of electric shock, please make sure that all wires are insulated properly before the fan is turning on.

! UFO3 HVLS fan warranty will not cover the equipment damage or failure caused by improper installation.

! UFO3 HVLS Fan installation should follow national electrical code and standard.

### Requirements for Electrical Power

This Appliance connecting to 200–240 voltage AC. Please see the voltage sticker on this HVLS fan, avoid any voltage changes in case of danger/damage during installation.

Model	Airfoil Dimension	Input Power Source	Rated Current
BCEE1BA100A-01S BCNE1BA100A-01S	2.5 m(8 ft)	200–240 V~ 50/60 Hz 1Ø	2.14 A
BCEE1BA120A-01S BCNE1BA120A-01S	3.0 m(10 ft)	200–240 V~ 50/60 Hz 1Ø	1.32 A
BCEE1BA144A-01S BCNE1BA144A-01S	3.6 m(12 ft)	200–240 V~ 50/60 Hz 1Ø	1.12 A
BCEE1BA168A-01S BCNE1BA168A-01S	4.2 m(14 ft)	200–240 V~ 50/60 Hz 1Ø	1.18 A

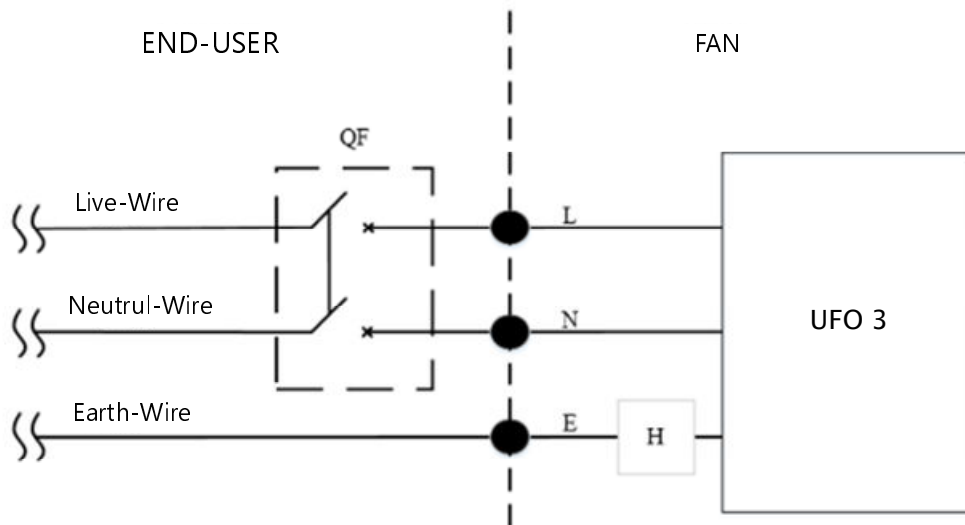
NOTES : Each alphabets represent different country/region.

E : Europe N : South–East Asia

## UFO3 Wiring Color Codes

Color code	Earth Wire (E or PE)	Live Wire (L or L1)	Neutral Wire(N or L2)
North America	GREEN	BLACK	WHITE
Europe	GREEN YELLOW	BROWN	BLUE
Taiwan	GREEN YELLOW	BROWN	BLUE
Other	GREEN YELLOW	BROWN	BLUE

### Wiring Diagram



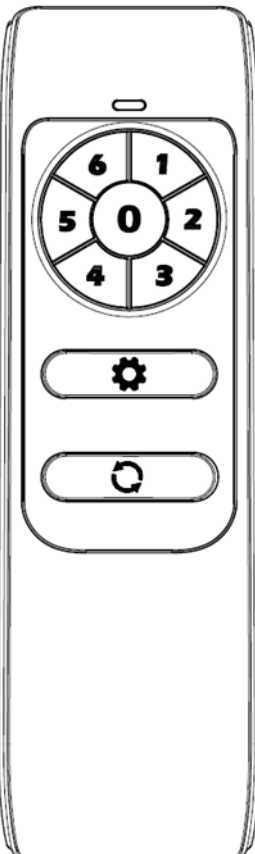
QF : Circuit Breaker (Recommend 20 A)

H : Extension tube

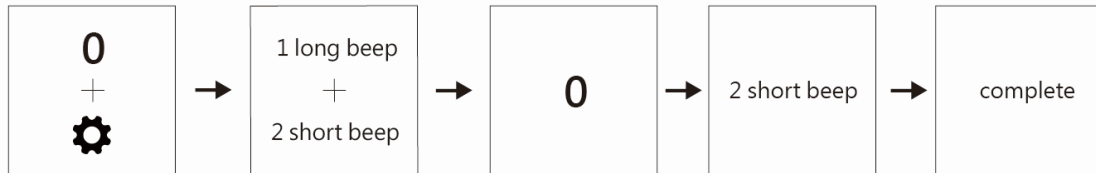
Notes : A set of terminals can be connected to the flexible cord for fixed wiring. For example : crimped connector or other similar devices.

# Remote Control Operation

## Instruction

	Button	Function
	1-6	Press each button to turn on the fan then you can set up the airflow. The number stands for airflow from low to high in numerical order (1 lowest to 6 highest airflow). Press each button and you can hear a short beep sound, it means that you switch on the fan successfully.
	0	Press this button to turn off the fan, it will give a short beep after the fan receive the signal successfully.
	↻	Press the button to switch the fan direction, it will give 2 beeps after the fan receive successfully, when the fan :  Reverse: 2 long beep and the airflow move upwards. Looking up from the ground the rotation is clockwise.  Forward: 2 short beep and the airflow move downwards. Looking up from the ground the rotation is counterclockwise.
	0 +	Press these two buttons at same time to enter pairing process. After pairing process is completed, direction of the fan will be initialized to Counterclockwise rotation (Downward airflow).
<p>Remote Control Pairing</p> <ul style="list-style-type: none"> <li>- Only needed for first time setup.</li> <li>- Make sure the wiring of ceiling fan installed based on above instructions and turn on the power.</li> </ul> <p>Please follow the pairing steps as below.</p>		





Press at least 2 seconds > 1 long beep + 2 short beep > press 0 > 2 short beep > Complete

- If the pairing fails, please turn off the power and restart above process after 5 minutes later.

## Battery Installation

-Remove the battery cover and install two AAA batteries.

-Remove the batteries when not used a long time. Please recycle the used batteries

## Operating Instructions

1. Make sure the fan blades are standstill before you turn on the fan every time.
2. Press 0 to turn off the fan, DO NOT touch the fan and blade until its standstill.
3. Once you press any buttons, the fan will receive the final order and spin direction. DO NOT touch the fan and blades during the procedure.

## Troubleshooting

- ▲ **WARNING** – Any fan component replacement, removal or disconnection of a safety device, all safety device must be reinstalled as formerly setting.
- ▲ **WARNING** – Please use this unit accordance with the manufacturer’s instructions. If you have any question, please contact the manufacturer.
- ▲ **WARNING** – Turn the power off before maintaining or cleaning unit in case the power from being accidentally switched.

## General Troubleshooting

Issues can be resolved before reaching out the service. Refer to the tips below before contacting Customer Service.

Symptom	Possible Solutions
Abnormal sound from the fan. Airfoil noise occurs when airfoils are not tightened to the specified torque.	Turn off the fan power, and then tighten the airfoil fasteners to 50 kgf.cm. If the abnormal sound still occurs, please confirm if the airfoils are not contacting each other. If they are, please contact Customer Service.
The fan is standstill.	Verify the following : <ol style="list-style-type: none"><li>1. Power supply is fully functional.</li><li>2. Press the remote control, make sure all buttons and light signals are functional.</li><li>3. Verify the 2 short beeps after pairing setup is completed.</li><li>4. If the fan still does not start, please contact Customer Service.</li></ol>

## Maintenance

**WARNING – TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS, OBSERVE THE FOLLOWING :**

1. Turn the power off before maintaining or cleaning unit in case the power from being accidentally switched.
2. Any fan component replacement, removal or disconnection of a safety device, all safety device must be reinstalled as formerly setting.
3. Please schedule annual maintenance or take few minute per week to ensure the fan's safety and efficient operation.
4. Ensure the fan spin direction is proper, the HVLS fan should rotate in a counterclockwise direction (Looking up from the ground).
5. Please use a gentle cleaner or degreasing agent when dusting the motor. **DO NOT** use chlorine-based cleaning products in case the toxic/fatal fumes exposure.
6. Check all the connections such as safety cables, mounting parts is tighten. Also make sure the mounting system is securely tighten. Any wobbling problems should not happen when you switch on the fan. If any wobbling problem is noticed, make sure the mounting structure is strong enough to support the fan and the guy wire, make sure you used and tighten your guy wires, if the wires were not installed, SUNON suggests you to do the wire installation, please contact Customer Service if wobbling persists.
7. If the screws are loosened during maintenance, please re-apply the anaerobic adhesive.
8. If you have any questions, please contact Customer Service.

**WARNING – Please DON'T use the damaged or lacking fan components, please contact Customer Service.**

## Warranty

Purchase Date	DD	MM	YY
Serial Number			
Retailer's Stamp	<p>We offer 1 year warranty of our product starting from your purchase date.</p> <p>The following scenarios are excluded from our warranty service. Repairing request will be accepted, but the customer will be charge for cost and service fee.</p> <ol style="list-style-type: none"><li>1. Damage of improper installation.</li><li>2. Damage of retrofit.</li><li>3. Damage of force majeure: Nature, actions of third parties</li><li>4. Damage of misuse, abuse, accident.</li><li>5. Damage of improper transportation.</li><li>6. The warranty document, purchase date or purchase confirmation (like invoice) from authorized dealer cannot be provided by the customer.</li></ol>		

# SUNON®

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