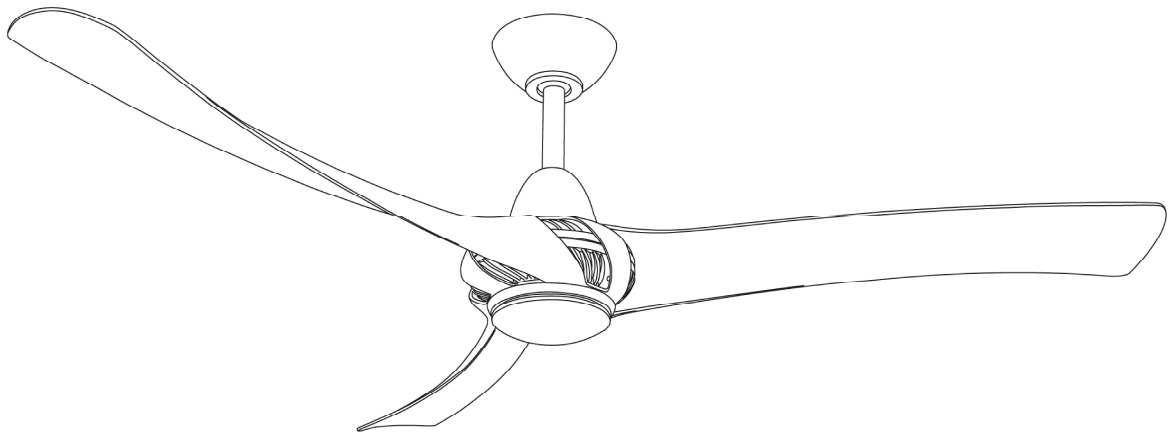


# **The Arumi™**

## **Ceiling Fan**



**AC Series - Polymer blades**

**Indoor use only. Recommended  
for living and family rooms.**

# **Owner and Installer**

# **MANUAL**

**READ AND SAVE THESE INSTRUCTIONS**

## **ThreeSixty Innovations**

### **Fan Technology that's Innovative and Reliable**

ThreeSixty Innovations is proud of its range of ceiling fans, accessories and lighting products. We believe these are the best products in their category, reflecting over 30 years collective Australian experience in design, development, manufacturing and distribution of electronics and electrical equipment.

The Arumi AC series is a decorator style AC motor ceiling fan intended to operate for long periods and provide very strong airflow directly beneath it.

The Arumi is optimised for use in living rooms and family rooms.

Distinctly different, Arumi caters for a variety of climates and the AC motor is efficient and ultra-reliable.

Our manufacturing is subject to strict quality control and we back our products with a plain-English warranty. We guarantee any problem caused by a fault in the product will be fixed quickly and with the least inconvenience.

We welcome feedback and suggestions. By listening to our customers we aim to continuously improve our products and services.

## Important Safety Instructions

**WARNING: To avoid fire, shock and serious personal injury, follow these instructions.**

1. Read your owner's manual and safety information before installing your new fan. Review the accompanying assembly diagrams.
2. Before servicing or cleaning unit, switch power off at service panel and lock service panel disconnecting means to prevent power from being switched on accidentally. When the service disconnecting means cannot be locked, securely fasten a warning device, such as a tag, to the service panel.
3. Be careful of the fan and blades when cleaning, painting, or working near the fan. Always turn off the power to the ceiling fan before servicing.
4. Do not insert anything into the fan blades while the fan is operating.
5. Do not operate reversing switch until fan blades have come to a complete stop.
6. Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities.
7. Contact your local government for information regarding the collection systems available.
8. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.
9. 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.
10. Children should be supervised to ensure that they do not play with the appliance.

## Additional Safety Instructions

1. To avoid possible shock, be sure electricity is turned off at the fuse box before wiring, and do not operate fan without blades.
2. All wiring and installation procedures must comply with AS/NZS 3000 Wiring Rules and any local regulations. The ceiling fan must be earthed as a precaution against possible electrical shock. Electrical installation **must be made by a licensed electrician**.
3. The fixing means for attachment to the ceiling such as hooks or other devices shall be fixed with a sufficient strength to withstand 4 times the weight of the ceiling fan. The weight of this appliance is 7kg, ensure mounting point supports at least 28kg.
4. The fan must be mounted with the fan blades at least 2.1 meters from the floor to prevent accidental contact with the fan blades.
5. Follow the recommended instructions for the proper method of wiring this ceiling fan.
6. **This fan is not suitable for use with solid state controllers.**

**WARNING:** This product is designed to use only those parts supplied with this product and/or accessories designated specifically for use with this product. Using parts and/or accessories not designated for use with this product will void your warranty and could result in personal injury or property damage.

**WARNING:** To reduce the risk of personal injury, do not bend the blade bracket (flange or blade holder) when installing the brackets, balancing the blades, or cleaning the fan. Do not insert foreign objects in between rotating fan blades.

**WARNING:** This fan **MUST** be installed with an easily accessible isolating device to disconnect all poles of the fan from the main supply. The contact distance in all poles must be 3mm minimum.

**WARNING:** This product is designed to use only those parts supplied with this product and/or accessories designated specifically for use with this product. Using parts and/or accessories not designated for use with this product will void your warranty and could result in personal injury or property damage.

**WARNING:** If unusual oscillating movement is observed, immediately stop using the ceiling fan and contact the manufacturer, its service agent or suitably qualified persons.

**WARNING:** The mounting of the suspension system and any replacement or repair work required must be performed by the manufacturer, its service agent or suitably qualified persons.



**MUST BE INSTALLED  
BY A LICENSED  
ELECTRICIAN**

### Electricians and Installers

We are here to help you. Please call our support line if you have any questions or need assistance with installing or wiring the product.

### Customers and Purchasers

Please call us if you have any questions about your fan or would like advice on the best ways to use your fan to save energy.

**ThreeSixty Support and Information Line - 1300 4 MYFAN (1300 469 326)**

# This manual is designed to make it as easy as possible to assemble, install, operate, and maintain this ceiling fan

## Tools Needed for Assembly

- One Phillips head screwdriver
- One small blade screwdriver
- One stepladder
- One wire stripper

## Materials

Wiring and connectors must be of types and sizes required by the wiring rules (AS/NZS3000) and Type Approved (safety approved) if required.

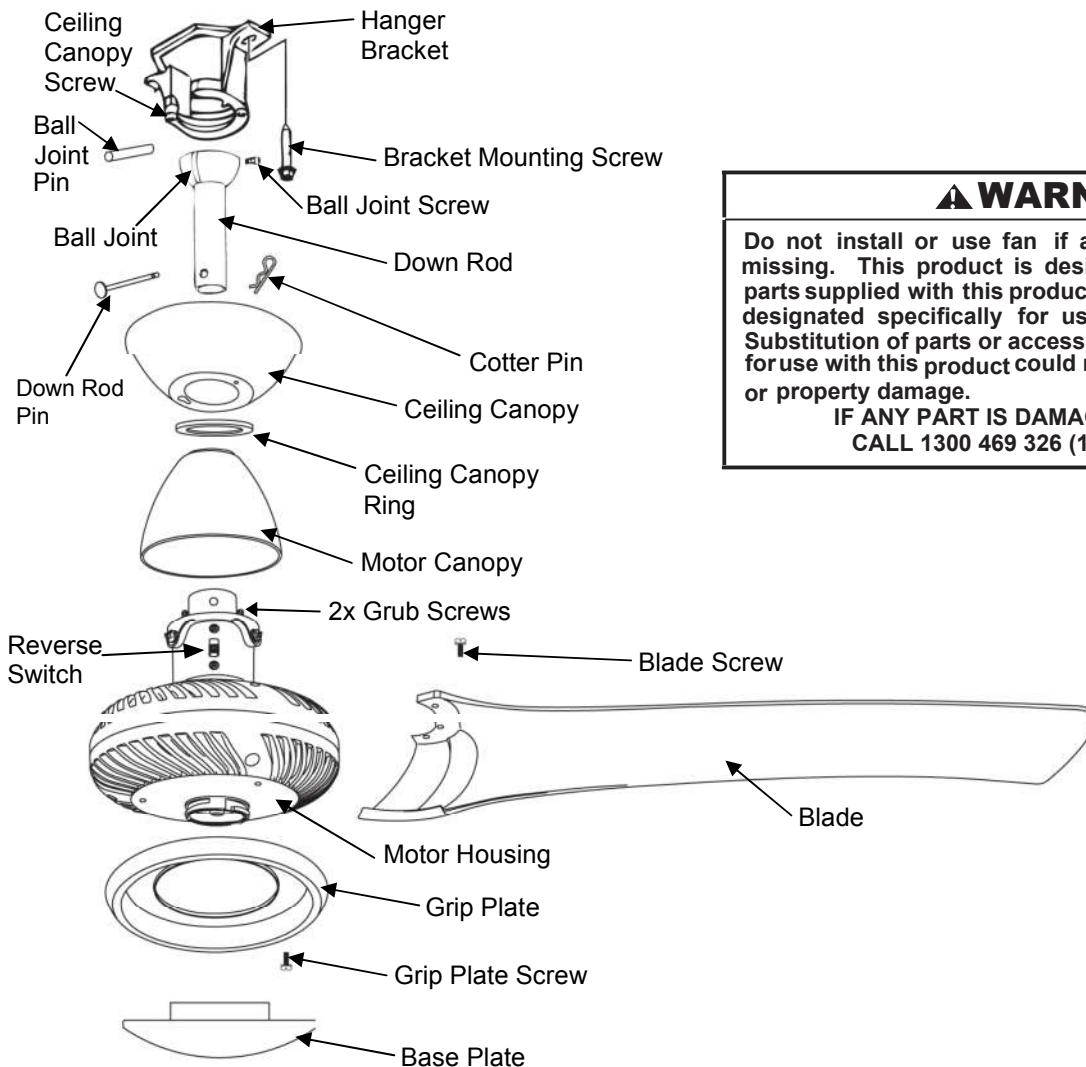
### **▲ WARNING**

Electrical work can only be done by a licensed electrician.

### **▲ WARNING**

This fan must be connected to an earthing conductor.

## Unpacking Instructions



### **▲ WARNING**

Do not install or use fan if any part is damaged or missing. This product is designed to use only those parts supplied with this product and/or any accessories designated specifically for use with this product. Substitution of parts or accessories not designated for use with this product could result in personal injury or property damage.

**IF ANY PART IS DAMAGED OR MISSING,  
CALL 1300 469 326 (1300 4 MY FAN)**

\* Images in this manual may slightly differ from the product.

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## Arumi Parts List

| Part                   | Qty | Part                     | Qty | Part   | Qty |
|------------------------|-----|--------------------------|-----|--|-----|
| Hanger Bracket         | 1   | Down Rod (26mm Diameter) | 1   | Blade  | 3   |
| Bracket Mounting Screw | 2   | Cotter Pin               | 1   | Grip Plate   | 1   |
| Ceiling Canopy Screws  | 2   | Ceiling Canopy           | 1   | Grip Plate Screws  | 3   |
| Ball Joint Pin         | 1   | Screw Cover              | 1   | Base Plate   | 1   |
| Ball Joint Screw       | 1   | Motor Canopy             | 1   | Wall Control Assembly comprising of wall switch, wall knob and capacitor | 1   |
| Ball Joint             | 1   | Motor Housing            | 1   |  |     |
| Down Rod Pin           | 1   | Blade Screw              | 9   | Grub Screws  | 2   |

The Arumi fan down rod may have a thread at one end. When assembling the fan ensure the threaded end is tightly screwed into the housing. The pin and screws are essential and must be fitted. The screws must be tight to prevent movement and noise.

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## Ceiling Types and Mounting Methods

Ceilings may be constructed from a variety of materials. Some materials may not be suitable for mounting a ceiling fan, or the structure behind the ceiling may cause noise or movement in your fan.

Concrete ceilings that are covered with render or gap filler may not be smooth and the surface compound may not be sound enough to suspend a fan from. Make sure concrete anchors are set deep enough and when tightened the ceiling fan bracket is pulled tight against the ceiling. If the anchor pulls out slightly, before the bracket is sitting flush to the ceiling, the fan may wobble.

Plasterboard ceilings must be rigid and not have any movement. If the plasterboard sags or has any movement it could hum or drum, magnifying the noises made by most ceiling fans.

Foam sandwich ceiling panels require proper structural bracing to prevent ceiling fans from wobbling and making excessive noise.

In all cases the ceiling canopy must not touch the ceiling. There should be a gap of 2 mm (minimum) between the edge of the canopy and the ceiling. If necessary a thin shim or spacer may be needed between the the foot of the bracket and the ceiling to prevent the ceiling canopy touching the ceiling. Noise and vibration can be transmitted to the ceiling if the canopy touches the ceiling.

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## Energy Efficient Use of Ceiling Fans

Ceiling fan performance and energy savings rely heavily on the proper installation and use of the ceiling fan. Here are a few tips to ensure efficient product performance.

### Choosing the Appropriate Mounting Location

Ceiling fans should be installed, or mounted, in the middle of the room and at least 2.1 m above the floor and 50 cm from the walls. If ceiling height allows, install the fan 2.4-2.7 m above the floor for optimal airflow.

### Turn Off When Not in the Room

Ceiling fans cool people, not rooms. If the room is unoccupied, turn off the ceiling fan to save energy.

### Using the Ceiling Fan Year Round

**Summer Season:** Use the ceiling fan in the counter-clockwise direction. The airflow produced by the ceiling fan creates a wind-chill effect, making you “feel” cooler. Select a fan speed that provides a comfortable breeze, lower speeds consume less energy.

**Winter Season:** Reverse the motor and operate the ceiling fan at low speed in the clockwise direction. This produces a gentle updraft, which forces warm air near the ceiling down into the occupied space. Remember to adjust your air conditioner when using your ceiling fan-additional energy and dollar savings could be realized with this simple step!

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## Electrical and Structural Requirements

### ⚠ WARNING

Electrical work can only be done by a licensed electrician.

### ⚠ WARNING

Turning off wall switch is not sufficient. To avoid possible electrical shock, be sure electricity is turned off at the main fuse box before wiring. All wiring must be in accordance with AS/NZS 3000 “The Wiring Rules” and the ceiling fan must be properly grounded as a precaution against possible electrical shock.

This new ceiling fan requires an earthed electrical supply of 230-240 volts AC, 50 Hz circuit.

The bracket must be securely anchored and capable of supporting a load of least 27kg. If your fan is to replace an existing ceiling light fixture, turn electricity off at the main fuse box at this time, remove the existing light fixture and verify there is a suitable rafter or structural member in the positions for each screw.

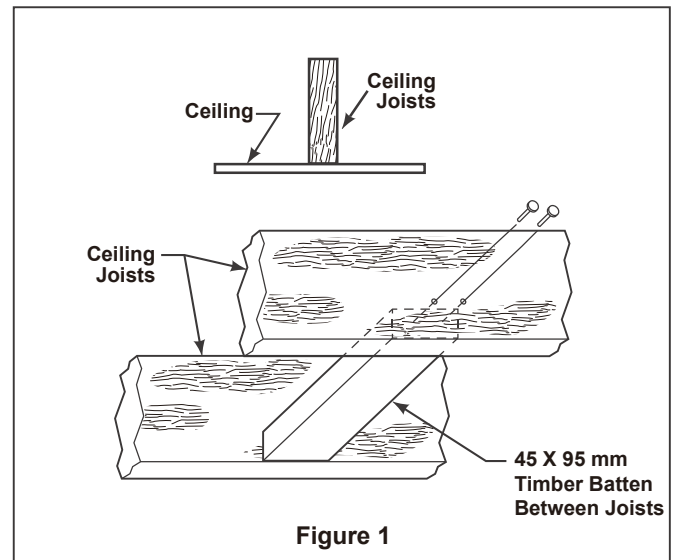


Figure 1

Figure 1 depicts a typical structural configuration that may be used for securely mounting the fan.

**NOTE:** The stability and strength of the ceiling structure will influence safety and long term user satisfaction. If the structure is weak, flexes or drums this will make the fan wobble, hum or even work loose.

### ⚠ WARNING

NEVER USE SCREWS WITH ANGLED OR COUNTERSINKING HEADS  
THESE WILL DAMAGE THE BRACKET AND MAKE THE FAN WOBBLE.  
ONLY USE PAN HEAD SCREWS OR ROOFING TYPE SCREWS

## How to Hang This Ceiling Fan

### **⚠ WARNING**

To avoid possible fire or shock, be sure electricity is turned off at the main fuse box before wiring. (Figure 1)

### **⚠ WARNING**

The hanger bracket must be securely mounted and capable of supporting at least 27 kg. If bracket and /or timber batten are not securely attached, the fan could wobble or fall.

### **⚠ WARNING**

The fan must be hung with at least 2.1m of clearance from floor to blades. (Figure 2)

1. Drill a hole in the ceiling board and batten for wiring. Securely attach the hanger bracket to a rafter, beam or other structural support using pan head fasteners (for use with flat surfaces). Never use countersinking screws or those without flat contact to the bracket. (Figure 3)

2. Carefully lift the fan and seat the downrod/hanger ball assembly on the hanger bracket that was just attached to the timber batten. Be sure the groove in the ball is lined up with tab on the hanger bracket. (Figure 4)

### **⚠ WARNING**

Failure to seat tab in groove could cause damage to electrical wires and possible shock or fire hazard.

### **⚠ WARNING**

To avoid possible shock, do not pinch wires between the hanger ball assembly and the hanger bracket.

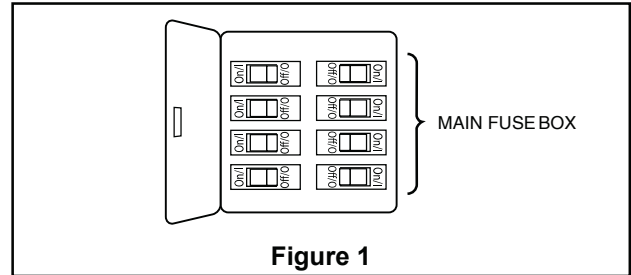


Figure 1

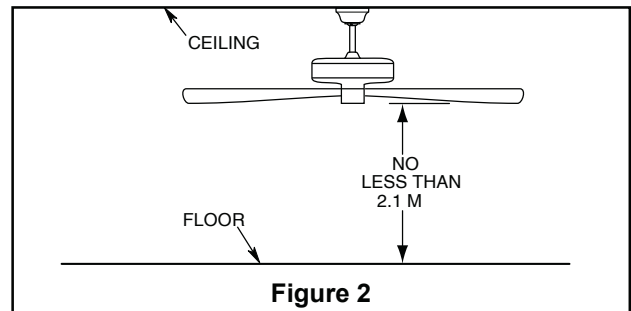


Figure 2

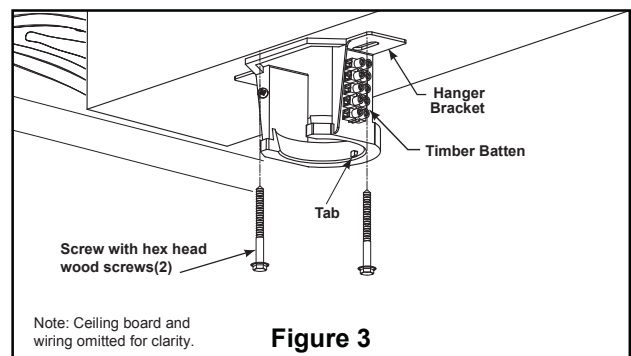


Figure 3

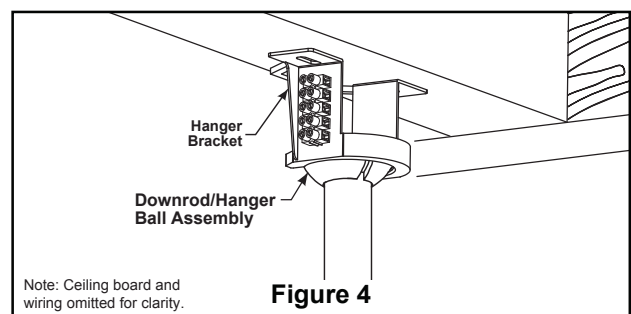


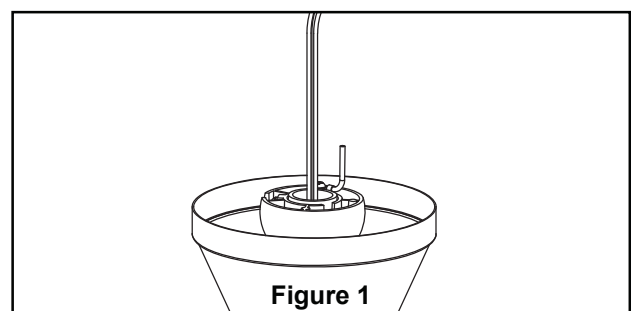
Figure 4

## How to Wire This Ceiling Fan (fans without wiring harness)

### **CAUTION:**

Straighten the wires and inspect for damage before connecting to power.

Do not cut the wires until certain the fan is the right height above the floor. On high ceilings temporarily connect the fan and check the air movement is acceptable. If not an extension rod may be required, necessitating the longer wires. Once certain of the height, cut the wires to fit, leaving a little slack to allow for movement of the ball joint.



## How to Wire This Ceiling Fan (continued)

### **⚠ WARNING**

To avoid possible fire or shock, be sure electricity is turned off at the main fuse box before wiring. (Figure 2)

1. Securely connect the green/yellow earth wires from the hanger ball and the hanger bracket and the supply green/yellow earth wire to the terminal block as shown in Figure 3.
2. Securely connect the blue fan motor wire and the black supply neutral to the "N" terminal of the connector block as shown in Figure 3.
3. Securely connect the brown fan motor wire and the wire from the wall control to the "L" terminal on the connector block as shown in Figure 3.
4. Securely connect the red light wire and the wire from light switch to the "L1" or light symbol terminal of the connector block as shown in Figure 3 (if applicable).

After connections have been made, carefully push wires into the recess making sure there is separation between conductors and cover joiners with PC tape.

### Installing Wall Control (Rotary) Switch

1. With electrical power still disconnected, route fan (and light) wiring to desired location on wall.
2. Ensure wiring connections are as shown in Fig 3. The Active (Red) supply wire must be connected to terminal "C" on the rotary switch. Return switched wire to ceiling fan to be connected from terminal "3" on the rotary switch to "L" terminal on the connector block.
3. Fit the wall control (rotary) switch to a face plate (not supplied) and attach to wall. The light (if fitted) can be wired to an ordinary light switch (not supplied). The fan and light must be fed from the same incoming supply.

Home automation and complex switching systems must ensure the active and neutral come from the same circuit to avoid problems with safety switches or shock hazards.

4. Restore electrical power by turning on the electricity on at the main fuse box.
5. Check the operation of the fan by rotating the control through the four positions marked 0 - III ("0" position is OFF) (Figure 5).
6. All fans are shipped from the factory with the reverse switch positioned to circulate air downward.

If airflow is desired in opposite direction, turn your fan OFF and wait for the blades to stop turning, then slide the reversing switch to the opposite position, and turn fan on again.

### **⚠ WARNING**

Check to see that all connections are tight, including earth, and that no bare wire is visible at the wire connectors, except for the earth wire. Do not operate fan motor for long periods unless the blades are in place.

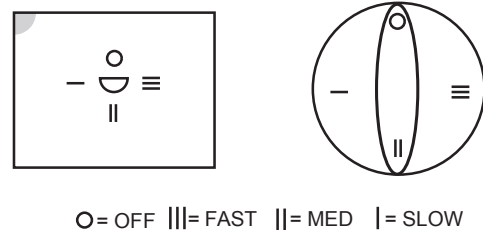
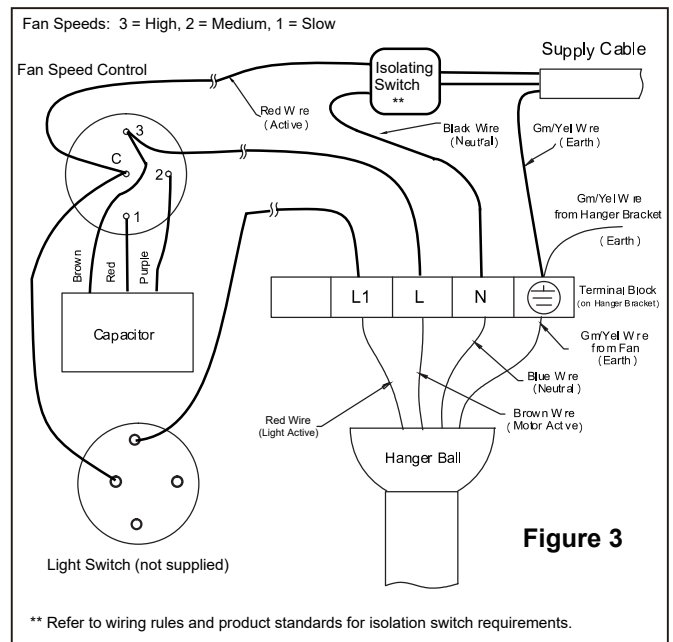


Figure 4

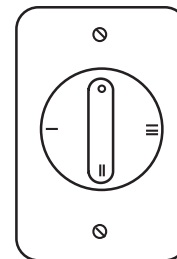


Figure 5

**INSTALLATION NOTE:** If light fixture is NOT required, insulate the unused wires and restrain them.

**INSTALLATION NOTE:** The "O" and the small corner cut-out on the front of the switch mechanism must be at the top and top left respectively (See Figure 4).



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## Installing the Canopy Housing

**NOTE:** This step is applicable *after* the necessary wiring is completed.

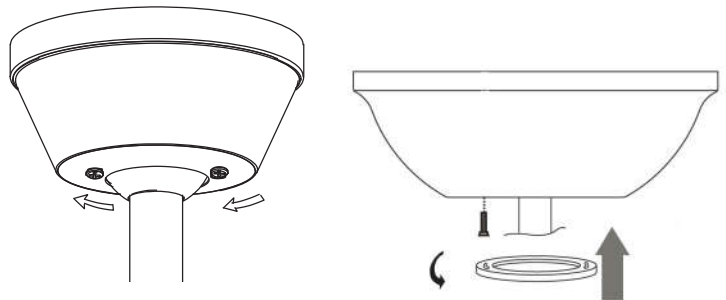
1. Loosen the two shoulder screws without fully removing them from the hanger bracket. Assemble canopy by rotating key slots in canopy over shoulder screws in hanger bracket. Tighten all the shoulder screws.

2. Slide the screw cover up the rod and locate the keyways over the canopy screws. Rotate the cover to click it into place.

The canopy shape may vary depending on fan model.

### **▲ WARNING**

To avoid possible fire or shock, make sure that the electrical wires are completely inside the canopy housing and not pinched between the housing and the ceiling.



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## Assemble the the Ceiling Fan Blades

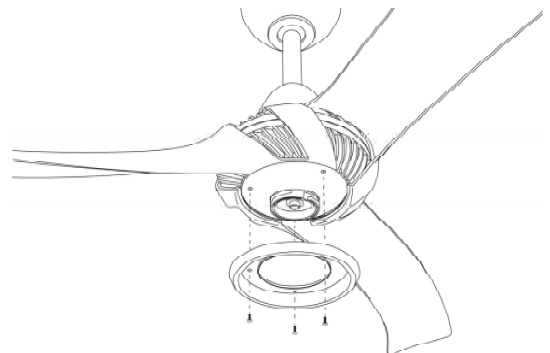
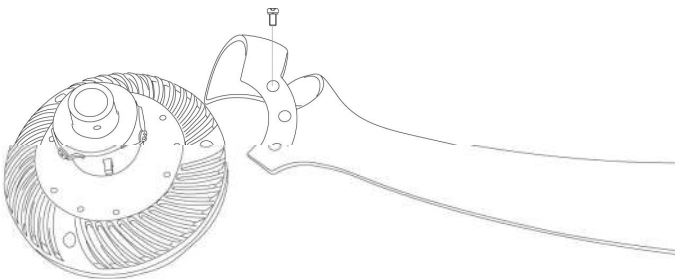
### **INSTALLATION NOTE**

*Do not attach fan blades until the fan is completely installed. Installing the fan with blades assembled may result in damage to the fan blades.*

### **▲ WARNING**

To reduce the risk of personal injury, do not bend the blades when installing, balancing or cleaning the fan. Do not insert foreign objects in between the rotating blades.

1. Position the first blade on motor, align the screw holes and insert the middle screw but do not tighten.
2. Position the other two blades and likewise, insert the middle screws without tightening.
3. With all three blades in place, insert the remaining six screws but do not tighten
4. Position the grip plate under the fan and loosely fit the three screws.
5. Tighten all the blade screws and grip plate screws. Make sure the blades do not have any movement under the grip plate after all screws have been tightened. If movement evident then slacken screws and slightly move the blades and retighten.



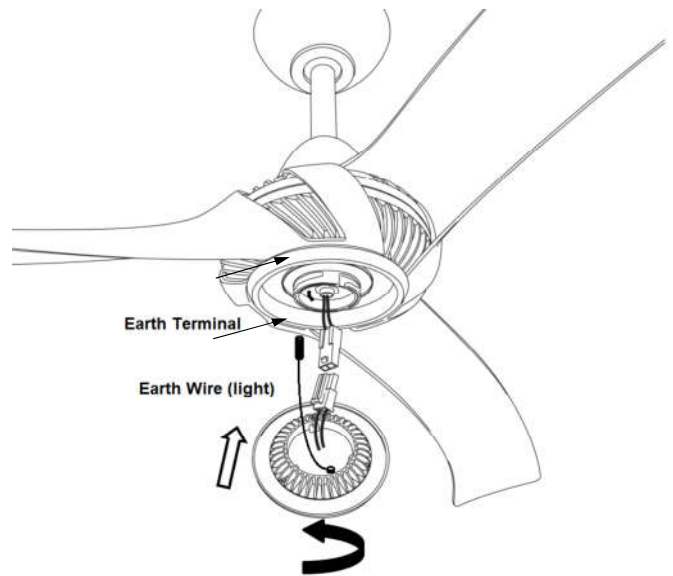
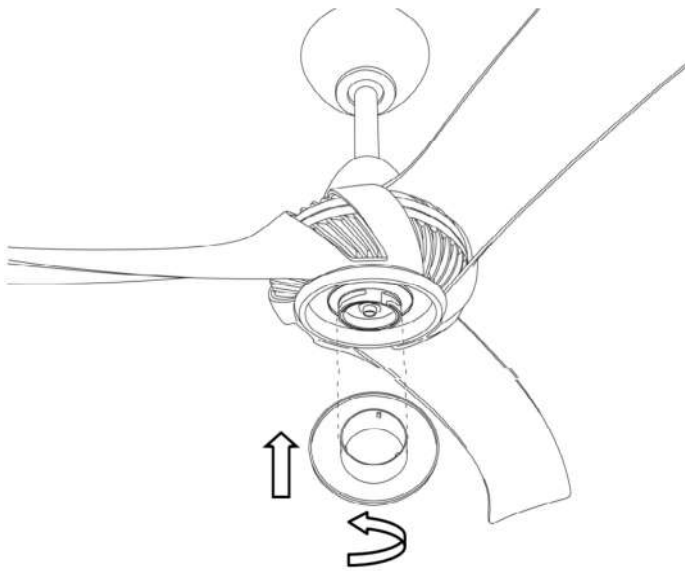
## Installing the Base Plate or Light

1. To attach the base plate, lift the base until the inner ringsurrounds the keyed housing on the bottom of the motor.
2. Engage the pins in the slots and rotate the base plate clockwise while gently pushing upwards.
3. Tighten by hand only. Check the base doesn't wobble.
4. Fit the optional light by connecting the earth wire to the earth terminal and then the power connector.
5. Fit the light the same way as the base plate (see 1 -3) above.

### **⚠ WARNING**

To avoid possible fire or shock, make sure that the electrical wires are completely inside the base plate housing and not pinched between the housing and the edge of the base plate.

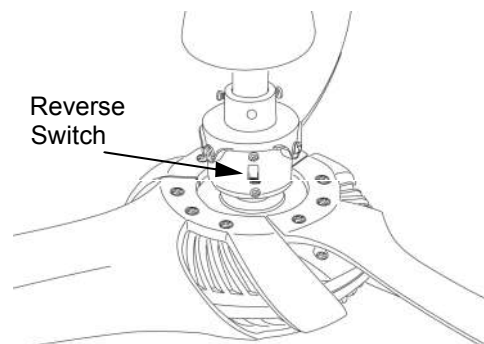
**Only ThreeSixty Lights designated for use with the Arumi Fan are suitable. Attempting to modify the fan to fit other lights can be hazardous and will void the safety certification**



## Changing Direction (airflow reversal)

1. If airflow is desired in the opposite direction, turn the fan off and wait for the blades to stop turning. Slide the reverse switch above the motor assembly to the opposite position and turn fan on again.

| Reverse Switch Information |                    |                 |
|----------------------------|--------------------|-----------------|
| Season                     | Rotation Direction | Switch Position |
| Summer                     | Counter-Clockwise  | Down            |
| Winter                     | Clockwise          | Up              |



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## Testing and Operating your Arumi Fan

If the instructions have been followed you will have years of trouble free use of your Arumi fan.

First, check the fan is operating in the correct direction by switching the fan on and setting it to the highest speed. A steady stream of air should be blowing downwards. To change the direction of airflow follow the procedure given.

If no immediate problems are apparent allow the fan to run for 6 hours on high speed. A slight smell may be noticeable for the first few hours and this is normal for most electric motors. If a slight wobble develops after several minutes this is usually caused by air currents in the room (the Arumi is a very powerful, high airflow fan).

If a wobble develops very soon after the fan reaches full speed, swap 2 of the blades that are next to each other (ie. swap blades 1 & 2, or 2 & 3). If a wobble develops after several hours, days or weeks then the mounting bracket is not tight against the ceiling, the ceiling is moving or the fans blades may have been struck by something.

During extended use the motor will become quite warm.

The Arumi Fan has an open frame motor. It is normal for the motor to hum slightly at high speed.

The wall control provides three distinct speeds but the actual motor RPM will vary slightly with household voltage..

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## Cleaning and Maintenance

|               |
|---------------|
| <b>DANGER</b> |
|---------------|

|  |
|--|
| Do not use water when cleaning your ceiling fan. It could damage the motor or the blades and create the possibility of electrical shock. |
|--|

Clean your fan as you would any other household electrical appliance. Use a soft dry cloth to lightly remove dust and debris at least every 3 months.

Built up grime such as pet dander or dirt caused by moisture (condensation) will cause metal parts (especially blades) to corrode or rust. Regularly remove grime with a dampened (not wet) cloth and dry afterwards.

Metal bodies and blades can be coated with a polymer base car polish (do not use cutting agents) to protect the finish.

In humid climates air conditioning will make the fan blades cold and when warm, humid air enters the room it will cause moisture to condense on the fan blades. This may cause dirt and corrosion to form more quickly.

Polymer blades will be less susceptible to condensation. but still must be cleaned regularly.

Chipped paint can be touched up with automotive paint, applied sparingly with a cotton tip or micro sprayer. Do not sand the damaged area. A blade should be taken to the paint shop for colour matching.

**Before discarding packaging materials, be certain all parts have been removed**

|                           |
|---------------------------|
| <b>How To Order Parts</b> |
|---------------------------|

|  |
|--|
| When ordering repairs or parts, always give the following information: |
|--|

- |  |
|--|
| <ul style="list-style-type: none"><li>• Fan Model and Size</li><li>• Part Description</li><li>• Date of Purchase</li></ul> |
|--|

|                                   |
|-----------------------------------|
| For parts and advice please call: |
|-----------------------------------|

|                     |
|---------------------|
| <b>1300 469 326</b> |
|---------------------|

## Trouble Shooting

### WARNING

Remedies in **bold** can only be checked/done by a licensed electrician.

| Trouble                           | Probable Cause  | Suggested Remedy  |
|-----------------------------------|---|---|
| <b>1. FAN WILL NOT RUN</b>        | <ol style="list-style-type: none"> <li>1. Fuse or circuit breaker tripped</li> <li>2. <b>Loose power connections to the fan, or loose switch wires going to or in the wall switch housing.</b></li> <li>3. Reversing switch in neutral position.</li> </ol>   | <ol style="list-style-type: none"> <li>1. Check main and branch circuit fuses or circuit breakers.</li> <li>2. <b>Check line wire connections to fan and switch wire connections in the switch housings.</b></li> <li>3. Make sure reversing switch position is all the way up or down.</li> </ol>  |
| <b>2. FAN SOUNDS NOISY</b>        | <ol style="list-style-type: none"> <li>1. Blades not attached to fan.</li> <li>2. Loose screws in motor assembly.</li> <li>3. Screws securing fan blade to motor assembly are loose.</li> <li>4. <b>Check the ball joint pin and set screw are not loose or rattling.</b></li> </ol>  | <ol style="list-style-type: none"> <li>1. Attach blades to fan before operating.</li> <li>2. Check to make sure all screws in motor assembly are tight.</li> <li>3. Check to make sure the screws which attach the fan blade to the motor assembly are tight.</li> <li>4. <b>Lower ceiling canopy and check ball joint screw and pin. Rotate ball joint 180 degrees and refasten screw.</b></li> </ol>  |
| <b>3. FAN WOBBLER EXCESSIVELY</b> | <ol style="list-style-type: none"> <li>1. Setscrew in downrod support is loose.</li> <li>2. <b>Setscrew in downrod/hanger ball assembly is loose.</b></li> <li>3. Screws securing fan blade to motor assembly are loose.</li> <li>4. <b>Hanger bracket and/or timber batten is not securely fastened.</b></li> <li>5. <b>Countersunk screws used to fasten hanger bracket.</b></li> </ol> | <ol style="list-style-type: none"> <li>1. Tighten both setscrews securely in downrod support.</li> <li>2. <b>Tighten the setscrew in the down rod - hanger ball assembly.</b></li> <li>3. Check to make sure the screws which attach the fan blade to the motor assembly are tight.</li> <li>4. <b>Tighten the hanger bracket screws and check timber batten is stable.</b></li> <li>5. <b>Remove incorrect screws and replace with roofing or pan head.</b></li> </ol> |
| <b>4. NOT ENOUGH AIR MOVEMENT</b> | <ol style="list-style-type: none"> <li>1. Typically, airflow can be increased by lowering fan blades further from ceiling using a longer downrod.</li> <li>2. <b>The fan is too close to the ceiling or is boxed into a corner or placed in the peak of the roof.</b></li> </ol>  | <ol style="list-style-type: none"> <li>1. If possible, consider using a longer downrod. Please be aware blades must be at least 2.1 m above floor level.</li> <li>2. <b>The fan should be moved at least 0.5m from any wall and no closer than 300mm to the ceiling (leaving 2.1m between blades and floor).</b></li> </ol> <p><b>If in the peak of the roof the fan must be lowered to achieve good airflow.</b></p>   |

## ThreeSixty Innovations Pty. Ltd. – Plain English Ceiling Fan Warranty Terms

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a refund or replacement for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### **Mechanical and Structural Components**

Your ThreeSixty Product is covered against mechanical and structural defects that prevent it from working by a limited 36 month on-site warranty. This warranty covers only the product itself and excludes workmanship or materials related to its installation or any modifications. A major failure may be, for example, a motor defect preventing a product from operating shortly after it was first installed or if it was damaged while in the original packaging. If the product stops working due to a mechanical or structural defect within the first 36 months we will repair or replace the product at our discretion.

### **Electronic Components**

Your ThreeSixty Product is covered against electronic defects that prevent it from working by a limited 12 month on-site warranty. This warranty covers only the electronics supplied with the product and excludes workmanship or materials related to its installation or any modifications. A major failure may be, for example, a power module that failed shortly after it was first installed or if it was damaged while in the original packaging. If the product stops working due to an electronic defect within the first 12 months we will repair or replace the electronic part at our discretion.

### **Compensation for reasonably foreseeable loss**

Compensation normally comprises us paying associated labour costs to replace the defective product if it's installed within a reasonable distance from our repair agent. If beyond a reasonable distance (30km) you can arrange your own electrician and we will compensate you for this up to a maximum of \$115.50 inc GST. Note, we do not pay extra for extended travelling time or additional costs when the job requires a longer than average time to complete.

To prevent or limit costs you may incur for service calls, you must notify us of the intention to use your own contractor and not engage one until we have spoken to them (to arrange parts that may be required). ***If the problem is not a defect covered by our warranty terms you will have to pay all costs.*** To reduce cost and inconvenience for all involved we will do our best to diagnose the fault and supply parts before the contractor visits the site.

### **Eligibility for In-Home Service Calls**

Hard wired electrical products must (by law) be installed by a licensed electrician. To obtain in-home warranty service **you must be able to provide a copy of the installing electricians invoice or the Certificate of Compliance given to you when the product was first wired up and tested.** If you cannot provide this information we limit our warranty to repair or replacement of the product at our workshop and you will bear the costs of removal, shipping to us and reinstallation. We will pay the freight to send the rectified unit back to you.

### **Access to products**

Products installed on ceilings 4m and above may require special access equipment or WH&S measures. All costs for this equipment must be borne by the site owner and the ceiling height given when booking a service call. If a service agent chooses not to access a product installed at height due to WH&S concerns the owner must remove and reinstall the product at their own expense.

### **Isolation Switches**

Australian Standards require our instructions to state an isolation switch must be fitted. This allows the product to be physically switched off in case of faults or to prevent damage from surges, lightning, etc. Emergency disconnection and/or remote control re-programming that can't be performed due to lack of an isolation switch is not covered by warranty.

### **Commencement**

The warranty period begins from date of purchase and in-home warranty service is available only at the site of original installation. If the product is installed as part of a project or development the warranty period commences when the product was delivered to the site.

### **Damage**

Damage from Force Majeure, electrical surges, wind, rain, lightning, power grid fluctuations, water ingress, condensation or use with incompatible power sources will not be rectified under warranty. Likewise solid state or dimmer type speed controls may damage ceiling fans or cause them to make unusual noises. Genuine parts and advice are available through our online and telephone support services.

## ThreeSixty Innovations Pty. Ltd. – Plain English Ceiling Fan Warranty Terms

### **Cosmetic defects**

Carefully inspect your product prior to installation and notify us as soon as possible if there are cosmetic defects. Cosmetic defects are generally not covered by warranty unless present when the product is initially unpacked. Damage from being struck by objects or not being kept clean is not covered by warranty.

### **Corrosion**

Deterioration of finishes, including rusting, pitting, corrosion, fading, tarnishing or peeling is not covered by warranty beyond six months. Products specified as corrosion resistant or made from Stainless Steel are not corrosion proof and will discolour or deteriorate if not cleaned. As a guide, maintain your product as you would your kitchen appliances (clean every 3 months).

### **Noise**

Signals sent through the power grid by the electricity supplier may cause intermittent noises in your product. These noises are not the result of a fault and filters to reduce this noise may be available at additional expense.

Clicking, ticking and creaking noises from fans are usually caused by the mounting bracket not being correctly attached or when blades screws are loose. Only use the hardware provided to install ceiling fans. If the mounting bracket is attached using counter-sunk screws it will work loose and cause unwanted noise and movement in your fan. Wooden bladed fans may need their blade screws periodically tightened. Unless a product is defective noise will not be rectified under warranty.

### **Wobbling**

Wobbling is generally not caused by a defective fan but by air currents in the room. After a fan has been running for a long period it will cause air currents to form and, depending on the shape of the room and its furnishings, the air returning to the fan may be uneven.

Improper mounting will also cause a fan to wobble. Every mounting bracket screw must be secured to solid materials in the ceiling. Metal C section rafters may need to be doubled to form a box section to prevent flexing. Foam sandwich ceiling panels will require reinforcing to stop flexing. Unless a product is defective wobbling will not be rectified under warranty

### **Airflow**

The amount of airflow produced by a fan is dependent on where it's installed because room shape, mounting height and furnishings will affect the perceived air movement. A product is deemed to be functioning normally if it is running within 15% of the specified RPM when installed.

**Installation Records** – we will ask for this information when diagnosing a problem

Purchase Date: \_\_\_\_\_

Seller Name: \_\_\_\_\_

Product Model: \_\_\_\_\_

Installed by: \_\_\_\_\_

License/Certificate No: \_\_\_\_\_

Phone numbers: \_\_\_\_\_

Light type and model: \_\_\_\_\_

Remote control type: \_\_\_\_\_

Height of Fan and Ceiling: Fan: \_\_\_\_\_ (at blades) Ceiling: \_\_\_\_\_ (in metres)

**Circuit breaker numbers:** \_\_\_\_\_ **Circuit Type:** Lighting / Power

**RCD Details:**     One RCD covers whole installation  
                       Separate RCDs for power and lighting  
                       No RCD fitted on fan or lighting circuit